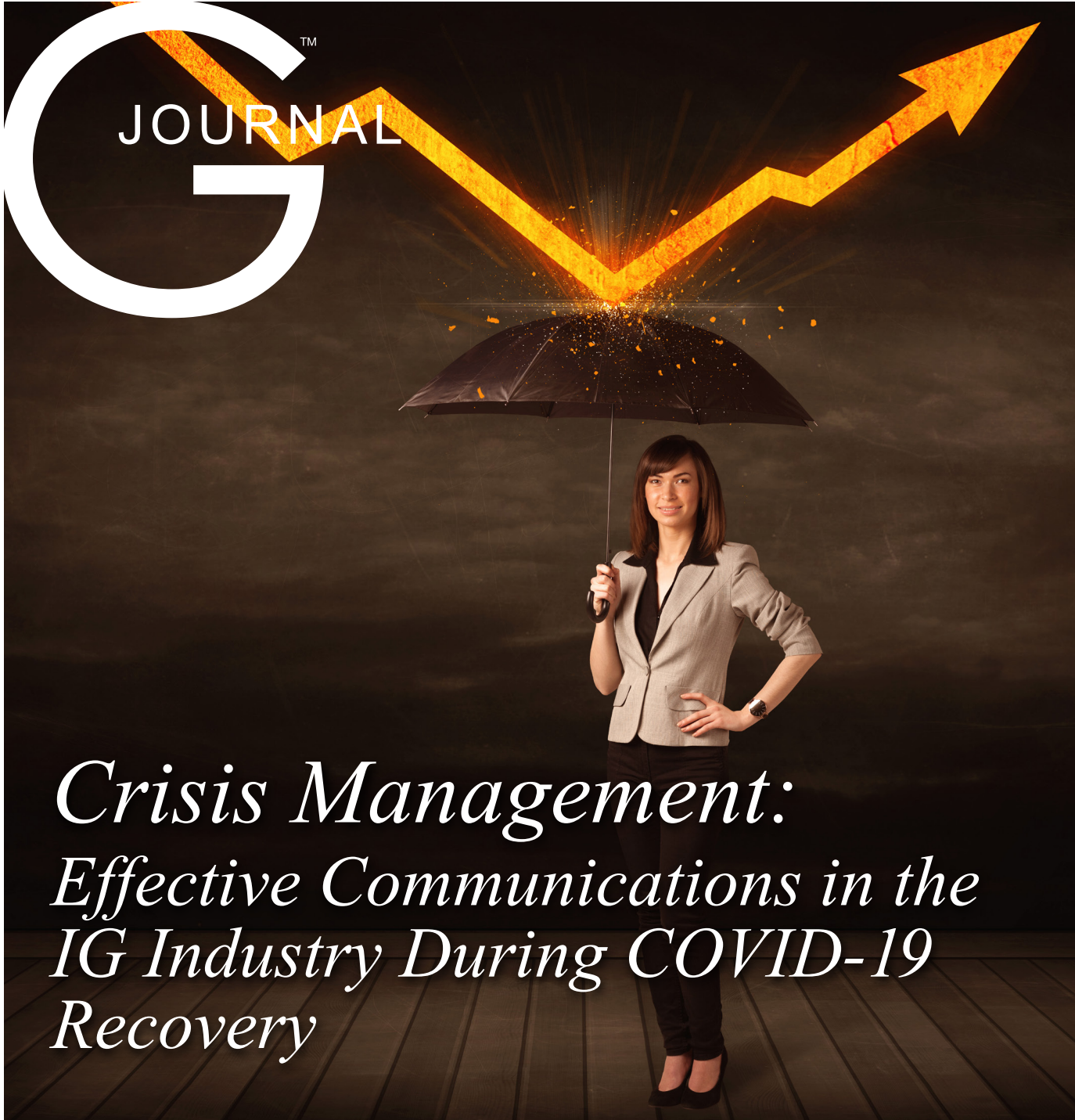


2020 | Issue 2

The Quarterly Journal of the International Secure  
Information Governance & Management Association



**IG**<sup>TM</sup>  
JOURNAL



*Crisis Management:  
Effective Communications in the  
IG Industry During COVID-19  
Recovery*

Resources for Navigating the COVID-19  
Pandemic & Recovery

New Certification Documents Herald Certifications'  
New Relevance

Leading the Pack: Meet the New Board of Directors

Industry Innovations



# Cross-Cut

Your Competition to Pieces!



## HIGH VOLUME, SUPERIOR SECURITY

Offering everything from Office Shredders to 100Hp Complete Shredding Systems, Allegheny meets your cross-cut shredding needs!



**Allegheny  
Shredders**

Call us today for more details!

**800-245-2497**

Or E-mail us

[solutions@alleghenyshredders.com](mailto:solutions@alleghenyshredders.com)

## FEATURES

- 11** Resources for Navigating the COVID-19 Pandemic & Recovery  
i-SIGMA continues to create resources for members to assist them in growing their businesses, during the global health pandemic and beyond.
- 14** Crisis Management: Effective Communications in the IG Industry During COVID-19 Recovery  
While no one could have planned for the COVID-19 outbreak to disrupt the world as it has, the IG industry should have tools in place to face the rest of this pandemic well as we move into recovery and regain ground.
- 24** We are Overcomers  
Discover what events are still available to you, even remotely, this year and beyond.
- 26** New Certification Documents Herald Certifications' New Relevance  
Regardless of how certification is achieved, discover the important updates to the program that will make for an easier process and more engaging conversations with clients moving forward.
- 30** Leading the Pack: Meet the New Board of Directors  
Gain a better understanding for association leadership and learn more about each person on the first member-elected i-SIGMA Board of Directors.

## DEPARTMENTS

- 5** A Message From the Editor
- 6** President's Message
- 7** Association News
- 37** Community News
- 38** Market Spotlight
- 40** Member News
- 48** Advertisers Index
- 48** Upcoming Events

 i-SIGMA

 NAID

 PRISM

The iG Journal™ is published four times per year by the International Secure Information Governance & Management Association™ (i-SIGMA™), the parent organization of the National Association for Information® (NAID®) and PRISM International™ (Professional Records and Information Services Management®). The opinions of authors are not necessarily those of i-SIGMA, NAID, or PRISM International, its volunteer leaders, or its management. Unsolicited articles and manuscripts are accepted. i-SIGMA reserves the right to edit and publish any and all materials submitted at its discretion. Advertisements submitted for publication are accepted on an as-is basis and i-SIGMA takes no responsibility for their content or placement. i-SIGMA reserves the right to deny advertisement placement to any company or individual based upon the propriety of the content, images, or messages therein, and insofar as an advertisement presents false information, is injurious to the contract information destruction/RIM industry, contrary to the mission of i-SIGMA, and/or the wellbeing of its members. Please address all comments or inquiries to iG Journal, 3030 N. 3rd St., Suite 940, Phoenix, AZ 85012. i-SIGMA can be reached at 602-788-6243 or [media@sigmaonline.org](mailto:media@sigmaonline.org).

© 2020 i-SIGMA - All Rights Reserved

# INTERNATIONAL HEADQUARTERS

3030 N. 3rd Street., Suite 940  
 Phoenix, AZ 85012  
 602-788-6243  
 602-788-4144 (fax)  
 info@isigmaonline.org  
 www.isigmaonline.org  
 www.naidonline.org  
 www.prismintl.org

## i-SIGMA Administrative Contacts

### ROBERT JOHNSON

Editor-in-Chief/Chief Executive Officer/  
 NAID Subject Matter Expert  
 Extension 2001

### MICHELE GOODMAN

Chief Operating Officer  
 Extension 2009

### KELLY MARTINEZ

Editor/Director of Marketing & Communications  
 Extension 2008

### JENA ROBINSON

Accounting & Membership Project Coordinator  
 Extension 2010

### SARA BERNTGEN

Membership & Committee Administrator  
 Extension 2006

### KAREN LYONS

Sr. Certification Administrator  
 Extension 2011

### MAGGIE GEOLAT

Marketing Coordinator  
 Extension 2003

### SHAINA VAN KILSDONK

Certification Administrator  
 Extension 2020

# i-SIGMA Board of Directors

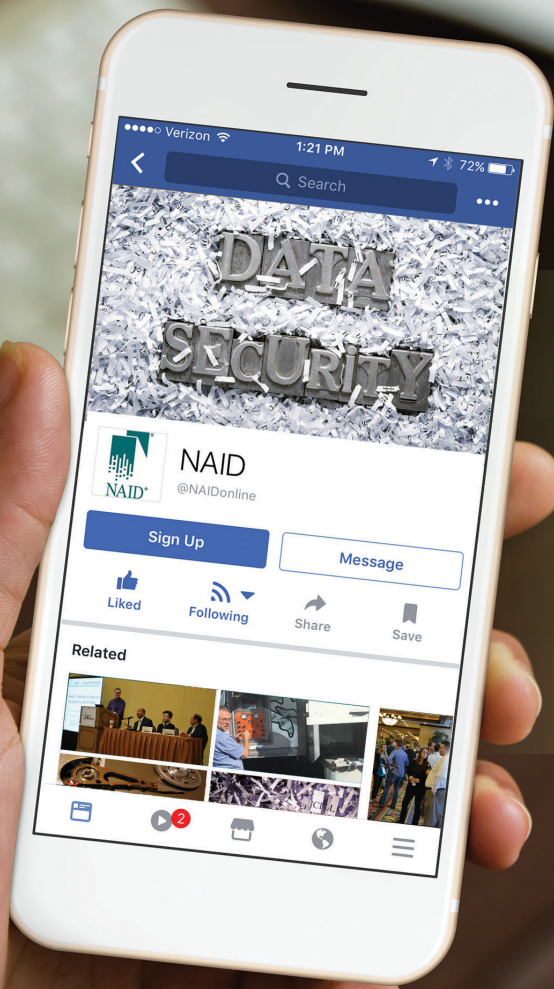
## EXECUTIVE TEAM

<b>President</b> Patrick DeVries, CSDS DeVries Information Management <i>NAID AAA Certified</i> Spokane, WA, United States 509-838-1044 patrick@devriesinc.com	<b>Past President</b> Angie Singer Keating Reclamere, Inc. <i>NAID AAA Certified</i> Tyrone, PA, United States 814-684-5505 angie@reclamere.com
<b>President Elect</b> Brock Miller, CSDS Shred Northwest <i>NAID AAA Certified</i> Gresham, OR, United States 503-669-0460 brock@shrednw.com	<b>i-SIGMA Executive Director</b> Robert Johnson i-SIGMA Phoenix, AZ, United States 602-788-6243 x2001 rjohnson@naidonline.org
<b>Secretary</b> Brian Connelly All Points Mobile Shredding <i>NAID AAA Certified</i> Stuart, FL, United States 772-283-4152 bconnelly@shredwithme.com	<b>Treasurer</b> Tom Feters Iron Mountain <i>NAID AAA Certified</i> <i>PRISM Privacy+ Certified</i> Norcross, Georgia, United States 1-800-899-4766 Tom.Feters@ironmountain.com

## DIRECTORS

<b>Don Adriaansen, CSDS</b> TITAN Mobile Shredding LLC <i>NAID AAA Certified</i> Pipersville, PA, United States 215-766-3480 don@titanshredding.com	<b>Jennie Gift, CSDS</b> Record Nations Lakewood, CO, United States 1-866-385-3706 JGift@recordsnations.com	<b>Christopher Jones</b> Secure Records Solutions <i>NAID AAA Certified</i> Thomasville, GA, United States 850.656.6900 christopher@securerecordsolutions.com
<b>Paul Kearns</b> Kefron Group Limited <i>NAID AAA Certified</i> Dublin, Ireland +353 (0)1 438 0200 pkearns@kefron.com	<b>Gina Lentine, CSDS</b> Legal Shred NY <i>NAID AAA Certified</i> Deer Park, NY, United States 844-747-3300 ginal@legals shred.com	<b>Michael Payton</b> Augusta Data Storage, Inc <i>NAID AAA Certified</i> Augusta, GA, United States 706-793-0186 mpayton@etgaugusta.com
<b>Jordan Peace</b> Access Information Management <i>NAID AAA Certified</i> <i>PRISM Privacy+ Certified</i> Livermore, CA, United States 1-877-345-3546 jpeace@accesscorp.com	<b>Tony Perrotta</b> Greentec <i>NAID AAA Certified</i> Cambridge, ON, Canada 519-624-3300 tperrotta@greentec.com	<b>Renee Pryor</b> Shred-X Secure Destruction <i>NAID AAA Certified</i> Yatala, QLD, Australia 1300-747-339 Renee.Pryor@shred-x.com.au
<b>Thomas J. Seibert</b> VRC Companies, LLC <i>NAID AAA Certified</i> <i>PRISM Privacy+ Certified</i> Clearwater, FL, United States 1-888-896-6222 tseibert@vrcnetwork.com	<b>Giovanna Spadoni</b> OMTRA SRL <i>NAID AAA Certified</i> <i>PRISM Privacy+ Certified</i> Milan, Italy	





# Join the conversation

Keep informed on industry news and network with peers on social media with NAID and PRISM International.



Follow us on Twitter  
**@NAIDonline | @PRISMIntl**



Connect with us on LinkedIn at  
**i-SIGMA | NAID | PRISM International**



Like us on Facebook at  
**NAIDonline | prisminternational**



Subscribe to our YouTube Channels:  
**NAIDonline | PRISMIntl**

Trusted records storage partner to i-SIGMA members since 1962

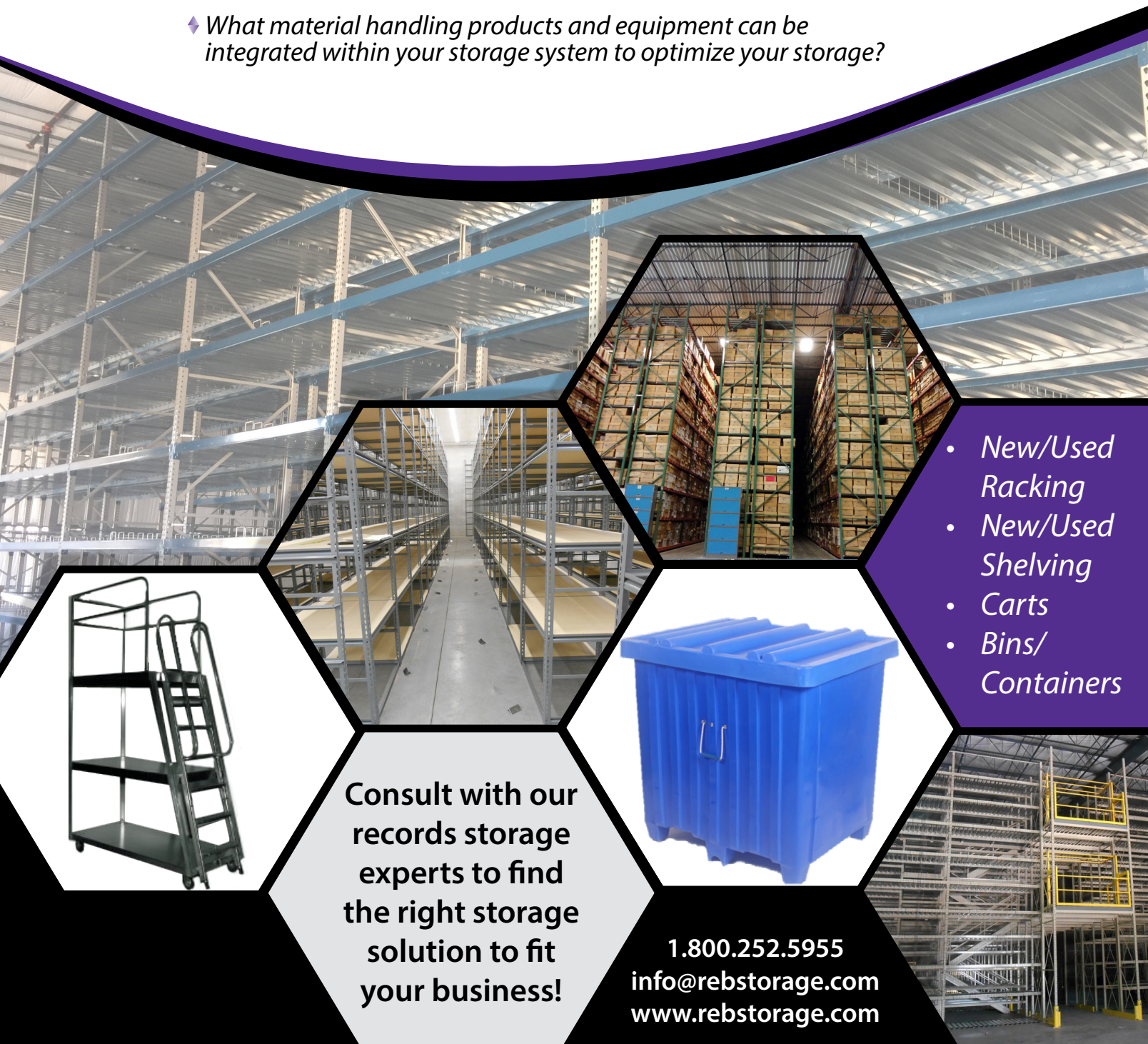


Storage Systems International

# ADD RECORDS STORAGE TO YOUR BUSINESS THE RIGHT WAY

WE CAN HELP YOU START OFF SMALL WHILE STILL ACCOMMODATING  
FOR FUTURE EXPANSION:

- ◆ *What type(s) of storage does your business require now and for future growth?*
- ◆ *What material handling products and equipment can be integrated within your storage system to optimize your storage?*



- *New/Used Racking*
- *New/Used Shelving*
- *Carts*
- *Bins/ Containers*

Consult with our records storage experts to find the right storage solution to fit your business!

1.800.252.5955  
info@rebstorage.com  
www.rebstorage.com



## FROM THE EDITOR

**Kelly Martínez**

*i-SIGMA Director of Marketing & Communications*

*When I was little, like many children, I was afraid of bees and would scream, swat at them, and run away. As I got older, I learned I was mightier - that I could easily trap and kill a bee beneath a soda can or drown them in the swimming pool. Recently, I sat in the drive through of Starbucks calmly chatting away with the little gal in the window for at least five minutes while waiting for my delicious beverage, all the while 15-20 bees bounced around between her window and mine. Finally, she commented that I was the first person of the day who wasn't afraid. My reply was, "Why should I be? They don't want to hurt us."*

*Here is the thing, sometimes, education is a process. It may take time, but for those who can listen, the impact can be worldview changing. It may be a little thing, but I see, understand, and appreciate our little pollinating friends so differently now than once upon a time... and that makes a difference for not just my sanity, but the beautiful blossoms and ecosystem of my neighborhood. So, if you're a forever learner, you'll be excited to know that i-SIGMA is all about continuous education. Discover what opportunities are still available to you, even from your remote office, this year on page 24.*

*Aside from formal education, this issue of the iG Journal is packed full of things you'll want to know. Learn how to best manage a crisis through to the end, starting on page 14. Discover how to leverage certification in an entirely new way on page 26. And, if you'd like to expand your network, we recommend adding the new i-SIGMA Board to your circle. Learn more about them on page 30.*

*I hope you enjoy this issue and all the knowledge it affords. But please, don't forget to stop and smell the roses.*

CELEBRATING OUR

# 30<sup>TH</sup> YEAR

OF SERVICE TO THE SECURE DESTRUCTION INDUSTRY



The Original AES Truck Unloading and Baling System



Plant-Based Secure Destruction and Baling System



'Walking Floor' Truck Unloading and Baling System

The secure destruction industry has changed a lot over the past 30 years. From paper records, e-waste and medical waste, to emerging growth markets like plant-based 'farmaceuticals', AES is proud to provide innovative products and turnkey solutions that make secure destruction more efficient and profitable. As the industry continues to grow and change, we'll be here to help. New projects always welcome. Contact us to discuss your future plans.



ADVANCED EQUIPMENT SALES

535 HAGEY ROAD, SOUDERTON, PA, 18964 • 800-572-9998 • WWW.AESALES.NET • SALES@AESALES.NET



# PRESIDENT'S MESSAGE

Hi Everyone.

This would typically be the time as the new incoming Board President to share comments regarding our recent, successful Annual Conference. As we all know and share in the disappointment, this year's event was inevitably canceled due to the Corona Virus. With credit to The Grateful Dead, "What a Long Strange Trip It's Been." And it's still a trip none of us wanted to take. But we are here, doing the best we can for each other, our families, and those in need. Congratulations to all of you, in your own way of giving and caring throughout this crisis, to bring out the best in all of us. We are, as we have all seen many times, in this TOGETHER.

I am grateful to be elected to this role as President of i-SIGMA. As many of you know, I served on the board of NAID for several years prior to the merger with PRISM International. Since the merger, I have served as President-Elect of i-SIGMA during our two-year transition period. I want to thank everyone who served on that interim board. They led us well during this time, considering the large size of the board and the many issues we had to deal with. As a result of the recent election, the interim board has now reached the end of its term, but not the end of its work. I am grateful for the many dedicated individuals returning as officers and directors who will continue the good.

Going forward, life is not so predictable. COVID-19 has reshaped our world and its lasting impact will likely be felt for a long time. Social distancing, sanitization, employee health monitoring, client expectations, likely are all part of the new normal. Take time to install these procedures right and then share and celebrate this with your team and your clients. Be the best at everything, including this. What took all of us to get to this point in our businesses is a vision, perseverance, and drive. I know all of you will step-up and add value to your organization.

Without the conference, I miss all of you. Bob Johnson and the i-SIGMA staff are doing all they can, working on webinars and other distance learning opportunities for our members - not quite the same as getting together and sharing a few business stories or ideas over a beer, but these too are essential to all of us. We need to stay informed, educated, and motivated during this time.

All ideas and suggestions are welcome as we navigate to our goals. Let's continue to take on these coming months TOGETHER.

Sincerely

A handwritten signature in black ink that reads "Pat DeVries". The signature is written in a cursive, slightly informal style.

**Patrick DeVries, CSDS**  
i-SIGMA President

i N P

## New Resources During COVID-19

Trade associations support their industries and members. i-SIGMA, taking this responsibility seriously, has worked tirelessly the past three months creating on-going resources for members to assist them in navigating their essential businesses during this evolving time of the COVID-19 pandemic. Discover an overview on page 11 of these resources now available for members, or visit [www.isigmaonline.org](http://www.isigmaonline.org) to see the latest additions. And reach out to i-SIGMA directly if you have additional questions.

i N P

## Interim Board of Directors Holds Final Meeting

The Interim i-SIGMA Board of Directors, formed by the merger of NAID and PRISM International almost two years ago, held their last monthly conference call on 8 April 2020.

“When the merger brought together two complete boards, there was some concern about its manageability,” said i-SIGMA CEO Bob Johnson. “Fortunately, looking at the results, I can confidently say we are delighted by the result.”

In her closing comments, i-SIGMA Co-President Angie Singer Keating of Reclamere Inc. thanked her colleagues, crediting them as the reason for the board’s success.

“It has been the highlight of my professional career to lead this board,” said Keating. “I leave with a new appreciation for the professionalism and dedication you all brought to the table,” she continued. “And I’ll carry the work we’ve done and the relationships we’ve formed with me always.”

Co-President Christopher Jones of Secure Records Solutions echoed Keating’s sentiments, acknowledging the Board’s patience, collaboration, and cooperation as the key to a smooth transition and a stronger association. “It has been very rewarding to see such a large and diverse group of professionals able to accomplish the foundational work necessary for the long-term success of the organization.”

And, while both Keating and Jones expressed their regret over the fact that the final board meeting was taking place in the face of the COVID-19 outbreak, the board was reminded that the merger has given the association the financial resilience to whether the downturn.

Learn about the newly elected Board of Directors on page 30.

N

## Board Approves CSDS Mentoring Program

The i-SIGMA Board of Directors has approved a recommendation from the CSDS Board of Regents to create a mentoring program for those interested in earning their Certified Secure Destruction Specialist (CSDS®) accreditation.

According to Michael Payton of Augusta Data Storage, Inc., who is Chairman of the CSDS Board of Regents and an i-SIGMA Board Director, the mentoring program will make earning the CSDS less intimidating.

“It’s understandable that some industry professionals would be leery of taking on such an intense challenge,” said Payton. “We believe pairing prospective CSDS candidates with others who have already done so will not only ease their concerns but help them see the value.”

For more information on the CSDS Mentoring Program, including how to become a mentor or to get matched with one, contact Sara Berntgen at [sberntgen@isigmaonline.org](mailto:sberntgen@isigmaonline.org).



**i N P**

## i-SIGMA Board Approves Key Appointments

In March, the i-SIGMA Board of Directors approved three key appointments to association leadership councils.

Amanda Cavanah, Director of Compliance & Risk Management for Access, was approved as chairperson of the Multi-location Certification Council (MLCC).

Richard Steed, Vice President of Pacific Records Management, was approved to be the member of the MLCC representing firms with 25 or fewer locations.

The MLCC is responsible for evaluation and approval of i-SIGMA Certification specification changes as they apply to an organization participating in the NAID AAA or PRISM Privacy+ Multi-location Certification Program

At the same meeting, the i-SIGMA Board also approved Rod Ivey of Best Shredding to serve as a member of the i-SIGMA Complaint Resolution Council (CRC), the body with the association responsible for recommendations to the Board regarding violations of the organization's Code of Ethics.



# Are You Receiving Emails from Us?

***You pay membership dues to hear from the association. Are you receiving our communication pieces?***

- **Ensure you're subscribed**
  - Note: You can manage your subscription preferences to receive the pieces that matter to you
  - Text iSIGMA to 22828 to get started or email [communications@isigmaonline.org](mailto:communications@isigmaonline.org) today
- **Be sure our emails aren't winding up in your Junk folder.**
  - If you see anything there, please mark as "Not Junk" so you can receive future emails
- **Have your IT department Whitelist our domains:**
  - [isigmaonline.org](http://isigmaonline.org)
  - [isigmaonline.ccsend.com](http://isigmaonline.ccsend.com)

***Have questions or concerns? Contact us at [communications@isigmaonline.org](mailto:communications@isigmaonline.org).***





## Let Our Platform Ignite Your Growth

Whether you shred, manage records, or do both, we provide partners with a powerful platform to *boost their bottom line, drive more customers, and fuel long-term growth*. We deliver a steady stream of qualified and highly targeted prospects to grow your business. We leverage the power of technology, data, exceptional customer service, and instant connections to *support your success* with more efficiency, opportunity, and return on investment. As our partner, you remain in control of how, when, and where you want to grow.

To find out how our *Smart Growth Strategies* can ignite more business for you, please contact Jennie Gift, Vice President of Business Development, 720-437-8139. Or visit our websites, **Partners.ShredNations.com** and **Partners.RecordNations.com**



[Partners.RecordNations.com](https://Partners.RecordNations.com)



[Partners.ShredNations.com](https://Partners.ShredNations.com)

# MDS-LINE

With New 'S' models

2020 performance upgrades

Increased Throughput

# MOBILE SHREDDING TRUCKS



PLANT-BASED



SERVICE



HIGH SECURITY

## TARGETING ALL YOUR EQUIPMENT NEEDS

Specializing in Turn Key On-Site & Off-Site Document Destruction Systems

We set our sights on designing and manufacturing the best equipment for your shredding business. Whether you shred paper or hard drives, we can help.

Contact one of our information destruction experts today!

shred-tech.com | 1.800.465.3214



SHRED EVERYTHING!

# Resources for Navigating the COVID-19 Pandemic & Economic Re-Opening

*i-SIGMA continues to create resources for members to assist them in growing their businesses. This is especially true while navigating a global health pandemic that has impacted every member's business in some capacity. This is an overview of some of the resources now available. Visit [www.isigmaonline.org](http://www.isigmaonline.org) to access the full list.*

## Essential Services

Based on a thorough review of the guidance from multiple governments, i-SIGMA released a statement that it is clear that information management, IT asset disposal, and secure data destruction are included in “essential services” to carry on during the COVID-19 pandemic. We also released a Letter to Law Enforcement so that both could be utilized by businesses during quarantine.

## Templates

From the initial official statements to clients to guidance on protection measures as the economy has reopened, i-SIGMA has provided a series of templates and advice for members to effectively communicate with clients, the community, and employees throughout this time.

## Webinars

i-SIGMA hosted a series of free webinars to better equip members as the pandemic became a reality. However, some of these topics are evergreen. All of the recordings are still available for members and are worth 2 CSDS CEUs. An additional webinar series will be offered July – August in lieu of the Annual Conference and its content will focus on the Road to Recovery and Beyond.

## Quick Links

While there is a plethora of government resources available, we've created a list of quick links to some of the top ones, for quick access. We've also included references to Associate Members who are offering some type of assistance during this time.

## Community

As a trade association, we truly are stronger together. We've linked members together to commiserate as well as shared thoughtful blog posts from various members on business and coping during the different phases of the pandemic. We've also conducted regular surveys to give the pulse of the industry month over month as things progress.

## FAQs

i-SIGMA has received ongoing questions from members on how to proceed during the COVID-19 outbreak. And we've been sharing the answers with everyone! Review FAQs online and if you have a question on this topic, please send it to [communications@isigmaonline.org](mailto:communications@isigmaonline.org) and we will get back to you.

## i-SIGMA Staff Availability

While i-SIGMA employees may have worked remote during quarantine, they remained and continue to be available to members. If you have an inquiry, please don't hesitate to reach out: [info@isigamonline.org](mailto:info@isigamonline.org).

# Resources for Navigating the COVID-19 Pandemic & Economic Re-Opening

**i-SIGMA Office Staff**



**We're still here to help!**  
Email us:  
[info@isigmaonline.org](mailto:info@isigmaonline.org)

**FAQs**

**GOVERNMENT RESOURCE LINKS**

## Communication Templates



- Official Statement to Clients
- Updated Client Communications
- Protection Measures Guide
- Crisis Management

# STRONGER TOGETHER



Join i-SIGMA Social on Facebook



Hear What Other Members are Saying on LinkedIn



5

## Webinars

Industry-Specific Recordings Available

## DEEMED ESSENTIAL SERVICES

DOWNLOAD



The Full Statement

Letter to Law Enforcement

Access Everything at:



[www.isigmaonline.org](http://www.isigmaonline.org)

## SURVEY SAYS!




COVID-19 Effects on Businesses in the IG Industry

# Crisis Management:

## Effective Communications in the IG Industry During COVID-19 Recovery

By Kelly Martínez





No, I am not being trite, addressing what can be done before a crisis begins when we are three+ months deep into one and working on recovery! While no one could have planned for the COVID-19 outbreak to disrupt the world as it has, secure data destruction and records and information management firms should have tools in place to face the rest of this pandemic well – through to the other side entirely. Even if you do not personally view this as a true “pandemic”, it has disrupted the economy. And all i-SIGMA members should have the tools to overcome any crisis that impacts their business for any reason.

Everyone knows that presently things are still not business as usual. More than two-thirds of i-SIGMA members surveyed have reported a decrease in revenue by at least 20 percent or more due to the COVID-19 Lockdown<sup>1</sup>. It would be idyllic to think once 100% of the restrictions are lifted that everything will return to normal.

In fact, the “new normal” is a phrase being thrown around a lot. It conveys that reality as we know it is both at this time and indelibly altered. We must learn how to live and operate IG businesses successfully within a space that is foreign and where the standard rules of play no longer add up to the same end results. Previously, a mobile truck driver or courier doing RIM pick-up might smile and shake hands with the client they are greeting; the offering of a handshake is now equated with the offering of poison – it is a hard pass.

Whether you have realized it or not, this pandemic has put everyone into crisis management mode. So, what should secure data destruction and records and information management service providers do in response? You must actively manage it. Let us look at practical steps to implement specifically through COVID-19 recovery - now is better than never.

## Managing a Crisis

COVID-19 may be a global pandemic, but it is a PR nightmare everyone must live with. How will YOU handle the threat YOUR company now poses to YOUR clients? You must prove your innocence and demonstrate that you are still a valuable work partner. It is not really different than a scandal or natural disaster. Your response during this time and as things return to “normal” is critical.

There are several suggested steps in good Crisis Management, but they all break down into three segments: before, during, and after.

## Pre-Crisis

Why even read this section three months after COVID-19 has ravaged our industry?! Because pre-crisis planning is an important weapon in your business arsenal, especially as the pandemic ebbs and flows. Understanding how to jump in and even circling back to this step can help put your feet on more stable ground.

## Prevention

The #1 tool for crisis management is prevention. If you can prevent a crisis from hitting your business, then there is less to mitigate. This is not always possible – e.g. you cannot prevent a global pandemic - but there are steps you can take in prevention even still! For instance, being aware of what is happening in your company. I often ask myself, “How would this decision look if it was broadcast on the front page of a newspaper?” If it makes you cringe at the potential backlash, then consider that it might not be the wisest decision for your company.

*All i-SIGMA members should have the tools to overcome any crisis that impacts their business for any reason.*

*Simply understanding the types of crisis and their impacts creates awareness for the organization.*

### Types of Crisis:

- Health Pandemics (e.g. COVID-19)
- Natural Disasters (e.g. Hurricane)
- Personnel Crisis (e.g. Unethical or illegal involvement)
- Organizational Crisis (e.g. Data breach)
- Financial Crisis (e.g. Dramatic drop in revenue)
- Technological Crisis (e.g. Software crash)

### Potential Impacts on a Company:

- Loss in Sales/Revenue
- Customer Dissatisfaction
- Tarnished Reputation
- Increase in Expenses (to Fix the Issue)
- Decrease in Customer Loyalty to Your Brand

Right now, ask yourself if you can prevent further damage to your organization and how? That would be a continued part of prevention. An example might be having staff continue to work remotely for a month or two or forever, even after the government shutdowns come to an end. This may prevent COVID-19 spread at your facility and may free up office operational overhead.

### Have a Plan

Work on setting up protocols for how you will respond to various crisis should they occur. Identify your objectives (e.g. during a natural disaster, depending on any damage you receive, is your messaging that you are still operational or that you are a resource for the community?) and who needs to be involved. Having a plan in place will be helpful in hitting the ground running should something happen.

I have heard from members that every day right now is different. I hope that while there is the need for a daily reassessment of accounts, that you all have a plan for getting through this phase of the pandemic. And that you are making your plan for getting through the next phase, recovery. Because it will still be a “new normal.”

**Vecoplan**®

**PLANT-BASED AND MOBILE SHREDDING SYSTEMS**



**SERIOUS  
DOCUMENT  
DESTRUCTION**

(336) 252-4994 • 5708 UWHARRIE ROAD, ARCHDALE, NC 27263 • [WWW.VECOPLANLLC.COM](http://WWW.VECOPLANLLC.COM)

# Access from anywhere with oneilCloud.®

oneilCloud, the only cloud-based records and information management software solution, allows record centers to ensure operational continuity during these unprecedented times and beyond. oneilCloud gives record centers the ability to manage items including traditional storage boxes, filefolders, and tapes seamlessly and securely from a web browser.

oneilCloud helps maintain the safety of record center personnel by providing secure access from anywhere, anytime. oneilCloud's multi-factor authentication and built-in encryption protocols ensure data remains safe and secure at-rest and in-transit.

Since 1981, O'Neil Software has been the trusted leader in software solutions for the records and information management industry. Installed in over 90 counties/territories around the world, O'Neil continues to innovate and maintain our industry position as ***The FIRST Choice of Record Centers Worldwide!***™



Records  
Management



Secure  
Destruction



Digital  
Imaging



Security and  
Encryption



Worldwide  
Technical Support



949.458.1234



sales@oneilsoft.com



www.oneilsoft.com

## And During the COVID-19 Outbreak & Recovery?

While we may be knee deep in this situation, it is not too late to prevent future bad PR and to put an action plan into place. Yes, regulations and recommendations continue to change daily; you want to ride an upward wave where the businesses around you feel banded together with you and supported by you. This is the time for community engagement. Service providers that have no leniency on contractual obligations, don't look after the wellbeing of their employees, or who cut corners and are caught may find that the pandemic itself was the least of their worries and that larger crisis still await them on the PR front. Costco is a clear example of this; while many line-up outside its stores for resources, others are angry with the brand after learning how they treated headquarters and warehouse employees the first several weeks of the declared pandemic<sup>2</sup>. Instead of being associated with bad press, you might prefer, for example, to be known as the company that held a drive through destruction day for remote workers.

---

*I often ask myself, “How would this decision look if it was broadcast on the front page of a newspaper?” If it makes you cringe at the potential backlash, then consider that it might not be the wisest decision for your company.*

---



---

*Whether you have realized it or not, this pandemic has put everyone into crisis management mode.*

---

## Management & Response

### Risk Assessment

Break down the specifics of your scenario and potential ramifications, including the worst-case scenario. Ensure that all the necessary players are involved in the conversation, so everyone understands the reality and the implementable action plan. This means including your phone staff and drivers in your communications.

### Implement Changes

Crisis mitigation is not just about communicating for public relations' sake. Oftentimes, there are business decisions that must be implemented as part of the risk assessment and then communicated. Without action, these

words are meaningless. Or it could be strategies to prevent further bad press – know what everyone should and should not be doing and then put that into action appropriately. For example, make sure all staff understand current Dos and Don'ts, and how to deal with clients who may be gun shy onsite.

### Communicate & Fast

Once you understand the factors at play and your level of risk, you can determine which crisis management plan you should implement and if you need to make any adjustments. Remember that taking responsibility, in any capacity, and being human throughout this time can be critical to winning hearts and minds vs. spinning a crisis from a win into further disaster.

Put your plan into play and do so quickly. It's imperative that you communicate effectively to employees, your clients, and even the media - that everyone understands your position so that you can best mitigate the incident (yes, that includes how you are handling COVID-19). While many people are annoyed by the myriad of emails in their inbox from every company you've ever done businesses at, telling you how they are handling the pandemic, at least you know – and you've totally read several of them, haven't you?!

## Maintenance

Some issues require ongoing maintenance to get to the other side. One-and-done often is not enough. Continue to have open communication to ensure all the players remain updated on the state of the business. This means sending follow-up communications to staff and clients. Refer to the i-SIGMA list of COVID-19 resources.

## And During the COVID-19 Outbreak & Recovery?

Hopefully, you have been following the weekly releases from i-SIGMA on how to navigate the COVID-19 Outbreak and utilizing the resources offered. Discover the complete list of those resources.

Here is what you should actively be doing. If you have not already, start implementing these now (Seriously, better late than never!):

- **Procedures:** Update your company's interim and core health and safety policies and procedures to comply with your local agency's health recommendations (here is the Interim Guidance from the CDC) and refer to the i-SIGMA Protection Measures Guidance.
- **Modify Work Schedules:** Determine if office staff need to work remote, if drivers need to alter routes, and if staff need to alternate days to accomplish key responsibilities.
- **Financial Assessment:** Decide if taking a loan would be a wise return on investment and/or if it is necessary to furlough or layoff any employees at this time for the business to remain operational ongoing.
- **Gain Insights:** Utilize association and industry resources to help navigate these waters and your

---

*One-and-done often is not enough. Continue to have open communication to ensure all the players remain updated on the state of the business. This means sending follow-up communications to staff and clients.*

---

- sanity. Refer to the complete list of resources on navigating COVID-19 provided by i-SIGMA. Now it is more imperative than ever to have a strong industry association at your back.
- **Essential Services Letter:** Based on your local government's regulations, create or download an Essential Services Letter to Law Enforcement, to demonstrate that your company can be working during this time. Download templates by logging into the Member Portal and visiting "My Digital Library."
- **Contact Clients:** Contact clients notifying them of your Essential Services status, what services you are still providing, and what precautions you have adopted during this time. i-SIGMA has provided a letter you can use as a template. Download templates by logging into the Member Portal and visiting "My Digital Library."
- **Pressroom Statement:** Add a statement to your website pressroom outlining the same as above. Again, if you need assistance in creating one for your business you can download templates provided by i-SIGMA by logging into the Member Portal and visiting "My Digital Library."
- **Homepage Identifier:** Make a clear link on your website homepage addressing that as an essential business you remain open and link to your lengthier pressroom statement regarding what precautions you've put into place; no one should have to wonder if you are open or if you are taking special precautions at present. Make it easy on clients.
- **Email Signature File:** Update your email signature file to indicate that you're open and offering services presently.
- **Voicemail:** Update your voicemail to forward calls to remote staff cell phones or to notify clients how to reach you more quickly.

- **Social Media:** Post on social media from business and professional pages what your company is doing to be a partner to the community by being an Essential Service as well as what you're doing to keep everyone safe.
- **Best Practices Outline:** Have a clear outline for employees and clients regarding new expectations in policies and procedures, especially new long-term protocols that are now policy. Market these and make it available for drivers to carry with them.
- **More Client Communications:** Continue to communicate with clients and prospective clients appropriately as things progress, showing that you're a committed partner for the long-haul. Download templates by logging into the Member Portal and visiting "My Digital Library."

*By recognizing what is happening in your market and taking ownership for how you will react, you are empowering yourself and your company to make a marked difference.*

**THE PERFECT TWOSOME... TO COMPLEMENT YOUR RECORD STORAGE SPRINKLER SYSTEM**

# Punch Deck®

OPEN AREA  
RACK DECK



A PROVEN SOLUTION  
INSTALLED & TRUSTED  
WORLDWIDE  
COMBINES A  
SMOOTH STORAGE  
SURFACE WITH  
RACK SHELF  
POROSITY



[PUNCHDECK.COM](http://PUNCHDECK.COM)

# FlueKeeper®

KEEPS  
FLUE SPACES  
OPEN

MAINTAINS 3" FLUE  
SPACE

A SIMPLE, COST  
EFFECTIVE WAY TO  
KEEP ARCHIVE BOXES  
OUT OF REQUIRED  
RACK TRANSVERSE  
FLUE SPACES

scan  
& watch  
our new  
FlueKeeper  
video now!



[FLUEKEEPER.COM](http://FLUEKEEPER.COM)

Proven Solutions

**DACS** inc.

One Source

**757-337-5005**

[sales@dacsinc.com](mailto:sales@dacsinc.com)

## Post-Crisis

Once things have settled down and you can resume business as usual, do not forgo the opportunity for a retrospective.

## Update Your Plan

Assess what went well and what did not to garner lessons learned. Update your crisis mitigation plans for future use so that you have a stronger plan in place.

## Circle Back to Prevention

You may also discover new ways to mitigate incidents from occurring in the first place (other incidents that is).

## Residual Effects

Did the crisis impact employees, the brand, or the organization's reputation? If so, the company may need to determine an action plan on how to address the residual effects. Decide if you need to do follow-up communications with employees or clients and what actions need to be embraced moving forward.

## And During the COVID-19 Outbreak & Recovery?

We are not done with all of this just yet. And while the economy may be opening back up, it will take time for it to heal. As we come out the other side of this, continue to assess your policies to ensure they make sense, continue to assess what has been impacted and how to alleviate any damages, and continue to communicate with clients to keep those relationships strong. As a secure data destruction and/or records and information management business, your services truly are essential. Make sure to communicate your active engagement so that others understand that.

By recognizing what is happening in your market and taking ownership for how you will react, you are empowering yourself and your company to make a marked difference. You are now the navigator of your ship instead of a passenger. The seas may be rough right now, but with the right instruments in hand and i-SIGMA by your side, you will surely find steady waters and long-term success.



### ABOUT THE AUTHOR



**Kelly Martínez** is the Director of Marketing & Communication for i-SIGMA.

She can be reached at [kmartinez@isigmaonline.org](mailto:kmartinez@isigmaonline.org).

<sup>1</sup>View the full *i-SIGMA Survey Analysis: Monthly Comparison on the Outlook of the COVID-19 Impact on Businesses in the IG Industry*

<sup>2</sup>Mac, Ryan; Sacks, Brianna. "Costco is Thriving During the Coronavirus Pandemic. Its Workers Say They've Paid the Price." *Buzzfeed News*, 17 April 2020, <https://www.buzzfeednews.com/article/briannasacks/costco-thriving-coronavirus-pandemic-workers-pay>

#### Additional Reference Resources:

"Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19), May 2020." *Centers for Disease Control and Prevention*. 5 May 2020, <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Baker, Kristen. "The Ultimate Guide to Crisis Management." *HubSpot*, 6 Mar 2020, <https://blog.hubspot.com/service/crisis-management>

Doane, Beth. "What to do When Crisis Strikes: Five Tips on Crisis Management." *Forbes*, 17 October 2018, <https://www.forbes.com/sites/theyec/2018/10/17/what-to-do-when-crisis-strikes-five-tips-on-crisis-management/>

Bradshaw, Andrew. "7 Steps to Crisis Management." *BN UK (Scotland)*, 3 July 2017, <https://bnn-international.com/2017/07/03/7-steps-to-crisis-management/>



# Hope alone won't make your shredding business grow. But the right software will.

**EZshred, the software developed by shredding companies for shredding companies, will help your business run more efficiently and profitably.**

EZshred is a simple to learn, yet extremely powerful software system to run your shredding, medical waste, record storage or recycling business. From scheduling and routing using Google Maps, to invoicing and reporting, EZshred takes care of the details so that you have time to manage and grow your business. Assign unlimited number of tickets to unlimited number of trucks with a click of a button. Ask about our cutting-edge Android and Apple smartphone apps, and cloud services as well!

**Contact us today to learn how EZshred can provide the tools to help you grow your business.**



**Software  
Systems**



**CLOUD  
SERVICES**



**(877) 392-7123**



**sales@EZshred.com**



**ezshred.com**

# We are Overcomers

Growing up, I was always taught that there are two types of people: victims and survivors. And you had to decide who you wanted to be through all sorts of scenarios that life threw at you.

## **Victim** [ vik-tim ] noun

a person who suffers from a destructive or injurious action or agency<sup>1</sup>

## **Survivor** [ ser-vahy-ver ] noun

a person who continues to function or prosper in spite of opposition, hardship, or setbacks<sup>2</sup>

What strikes me about these definitions is that they are active. A victim continues to suffer while a survivor continues to function or even prosper.

2020 has been quite a year for everyone, in every sector, and those in the secure data destruction and records and information management industry have not been immune to its frosty bite. But even if our revenue has taken a hit, our clients have been unresponsive, we have to wear facemasks, and our annual conference was canceled, there is one thing I know for certain about the folks in this industry... we are overcomers.

And 2020 doesn't have us beat, because it isn't over yet. I refuse to allow a few months to define me. How about you?

## Looking Forward

*While the Annual Conference to be held in Orlando in May was canceled out of necessity, i-SIGMA certainly won't leave members high and dry.*

### Catch Those Exhibit Hall Innovations

You can't walk the actual Exhibit Hall floor, but we can still bring its innovations to you. In the pages of this iG Journal you will find products and services that were to be launched and featured at this year's event. Reach out to these vendors directly to discuss the opportunities that could take your business to the next level. See page 40

### 2020 Road to Recovery Webinar Series

Join us twice weekly this July – August for a 10-part webinar series. You can sign-up for one or the entire chabang at a discounted rate. Obtain great content that would have only been available in person at the Annual Conference as well as new sessions specifically design to assist IG businesses through recovery. And since economics are tight, everything is offered at a discounted rate to make it more accessible – including the recordings, which will be available for 3 months with registration. [www.isigmaonline.org](http://www.isigmaonline.org)

### 2020 Virtual Shred School

We understand that bouncing back may take some time. As such, we're offering one virtual Shred School this year, making it the most affordable means for getting your employees spot-on industry insight. Held for just a couple of afternoons daily at the end of October, with recordings available for three months after with each registration, this is certainly the Shred School not to be missed. [www.shredscool.org](http://www.shredscool.org)

### 2021 Annual Conference

i-SIGMA is already looking ahead to next March and creating a can't miss event with everyone together once again. You'll want to be there for top-rated educational sessions, a robust exhibit hall, the essential networking that builds your business and professional growth, and of course, it will all be with the CDC's latest guidelines for your health and safety in mind. We've got your back so that you can enjoy this event without the stress. [www.isigmaconf.org](http://www.isigmaconf.org)

We can't wait to see you all again soon, via the screen and eventually in person. In the meantime, if you need anything at all, don't hesitate to reach out to association staff: [info@isigmaonline.org](mailto:info@isigmaonline.org)

Together, we can overcome anything.



---

By: **Kelly Martínez**, Director of Marketing & Communication for i-SIGMA.

<sup>1</sup> "victim." Dictionary.com, Rock Holdings, accessed 01 June 2020, <https://www.dictionary.com/browse/victim?s=t>

<sup>2</sup> "survivor." Dictionary.com, Rock Holdings, accessed 01 June 2020, <https://www.dictionary.com/browse/survivor?s=t>

# 2020 Road to Recovery

## WEBINAR SERIES



*Don't miss out on the most relevant content for your business today.*

Sign-up for 1 or sign up for them all and save more than 50%!

Recordings available.

**Join us twice-per-week  
July – August**

[www.isigmaonline.org](http://www.isigmaonline.org)

# Get a Shreducation<sup>®</sup>



**Special 2020 Event: Virtual Shred School**

Save the Date: Held 2 hours each afternoon the last 2 weeks of October

More Info Coming Soon: [www.shredschoo.org](http://www.shredschoo.org)



NAID's Shred School workshop remains the best way for industry professionals to deep dive into data protection legislation, sales tips, marketing best practices, and more with actionable take aways.

*"I am the driver for our company and never realized how much I could do to help our brand."*

– Robert Wierzba

*Attended Shred School Las Vegas 2018*

# New Certification Documents Herald Certifications' New Relevance

*Regardless of how certification is achieved, the article that follows is important to those who rely on certification now or in the future.*



Over the first half of this year, i-SIGMA introduced new NAID AAA and PRISM Privacy+ Certification applications. More than a simple update, the new documents represent a significant change in the process with important implications on the i-SIGMA certification program's future, including:

- Realigning PRISM Privacy+ Certification
- Streamlining of the Application Documents
- Marketing Enhancements
- Harmonization and Expansion to Related Data-Regulated Disciplines
- Online/Real-Time Compliance Monitoring

## About Online Renewal

Many NAID AAA Certified firms renew annually using the online certification portal. Though the new hard copy application form is not needed in that case, those firms will still need to be familiar with the i-SIGMA Certification Specifications Reference Manual mentioned below. Any firm initially applying for NAID AAA Certification, PRISM Privacy+ Certification, or adding PRISM Privacy+ Certification must submit the new application form.

## Realigning PRISM Privacy+ Certification

In March, the i-SIGMA Board of Directors officially aligned the PRISM Privacy+ specifications and audit methodology with those already used in NAID AAA Certification.

This realignment and reorientation not only validated the premise that the core i-SIGMA certification specifications related to all data-related vendors, it also recognized that audits by a defined group of third-party security specialists were both more effective and less expensive than other audit alternatives.

The net result of these changes were:

- Privacy+ specifications were more relevant to clients' vendor evaluation criteria
- The audits would be less expensive and more effective
- Achieving Privacy+ Certification was more practical and economical
- RIM service providers holding NAID AAA Certification could seamlessly add Privacy+ with one audit

## Streamlining Application Documentation

While i-SIGMA realigned PRISM Privacy+, the association also pursued two complementary strategies to streamline the application process for both of its certification programs.

### 1. The i-SIGMA Certification Specifications Reference Manual

For the first 20 years of NAID AAA Certification, the various applications have all included detailed descriptions of the specifications as well as the in-depth auditor instructions. This not only made for lengthy and unwieldy documents, but because there were different applications depending upon the service offered, it was a challenge for version control.

Effective immediately, the detailed description and auditor instructions for all NAID AAA Certification specifications, as well as PRISM Privacy+ Certification specifications, are in one place where they can be easily referenced and changed if necessary, now residing in the i-SIGMA Certification Specifications Reference Manual.

## 2. More Efficient Applications

By creating a single repository for all i-SIGMA Certification specifications, application forms have been reduced to a half dozen pages. The number of forms has also been reduced and included, making it simpler to discern which applies.

## Marketing Enhancements

NAID AAA and PRISM Privacy+ Certified service providers will also benefit from two important marketing enhancements

### 1. The i-SIGMA Certification Specifications Reference Manual

The NAID AAA Certification specifications themselves have often been the program's best salesperson. One look and clients know the program is serious.

The i-SIGMA Certification Specifications Reference Manual is the same thing on steroids. Not only does it include the complete NAID AAA and PRISM Privacy+ Certification specifications, it is more user friendly, providing clients an incredible comparison of i-SIGMA's diligence and expertise.

As a result, the new i-SIGMA Certification Specifications Reference Manual suddenly becomes the Holy Grail of marketing for NAID AAA and PRISM Privacy+ Certified

service providers. As the unified summary of all data-related vendor requirements, its unmatched comprehensive detail is too compelling for any customer to ignore.

### 2. The Service Provider Compliance Reporting Service

The primary value proposition of i-SIGMA's certifications are that they do for the customer what they would have to otherwise do themselves. Stated another way, a client can either rely on the regulatory compliance verifications of NAID AAA or PRISM Privacy+ Certification, or verify the vendor's compliance themselves... both initially and on an ongoing basis.

Soon, clients will also be able to obtain a free compliance report online for any NAID AAA Certified location. In addition to the initial "qualifying" report, annual updates will be sent automatically for the client to demonstrate ongoing due diligence. PRISM Privacy+ Certification functionality will follow in short order. It's difficult to see how any clients would not come to relying on such reports to establish their own regulatory vendor selection due diligence.

## Harmonization and Expansion to Related Data-Regulated Disciplines

i-SIGMA certification specifications fall into one of two categories: those that would universally apply to all data-related service providers and those that apply to the specific data related service being provided.

It's easy to join the  
iG Direct e-newsletter!

Just send your email address by  
text message:

Text **iSIGMA** to **22828** to get started.



Message and data rates may apply.

### **Universal Data-Related Vendor Specifications**

The largest category of i-SIGMA certification specifications are general in nature, meaning that they would apply to any and all data-related service providers, commonly known as data processors, business associates, or third-party processors in regulations, regardless of the services provided. Among these universally applicable specifications are employee screening and training (initial and ongoing), access control, compliant written policies, incident recording, and breach notification accountability.

The universally applicable specifications are common to both NAID AAA and PRISM Privacy+ Certification and it is why there can be a high degree of harmony between them.

### **Service-Specific Specifications**

Of course, many specifications are unique to the specific service for which a service provider is being certified. In the case of NAID AAA Certification, these service-specific specifications are aimed at secure data destruction, while for PRISM Privacy+ Certification they address records management.

This model developed by i-SIGMA of combining the universally applicable specifications with the service-specific specifications, then verifying compliance with robust scheduled and surprise audits could be applied to any service where vendors are entrusted with the care and custody of regulated data, and for the same reasons.

While there are no definitive plans to extend the i-SIGMA certification model outside secure destruction and information management, information governance is a large industry and the board has already recognized the opportunity and the need.

### **Eventually: Online/Real-Time Compliance Monitoring**

The recent shelter-in-place orders and travel restrictions have spawned a lot of talk about virtual audits. Readers may be surprised to learn that i-SIGMA rejected the idea of virtual audits as an immediate solution, feeling it would compromise the integrity of the auditing process. To put a fine point on it, the association was not ready, members were not ready, and anything attempted in that environment could not have been as successful as it ought. Instead, the association immediately authorized surveillance audits of NAID AAA and PRISM Privacy+ Certified locations, and then re-started scheduled audits the 1st of June.

The decision to forgo virtual audits as a knee-jerk reaction, however, does not mean i-SIGMA does not see the long term (even medium term) advantages. Quite the opposite in fact. If anything, it demonstrated the need to prepare, so that we can do them properly when they are introduced.

When that day comes, service providers certified by i-SIGMA will have options for updating compliance records (i.e. employee lists, training verification, vehicle checks) online in real-time. They will have options for voluntarily sharing their cctv image capture, incident reports, etc. Likely, these options will come with a cost savings to the service provider, but they will never do away with the unannounced onsite reviews or covert surveillance.

### **In Conclusion**

It should come as no surprise that i-SIGMA certification programs are responding to the changing marketplace. Separately, NAID and PRISM International came to the merger with a long track record of doing so. The changes discussed above, from streamlining and alignment to discussions on i-SIGMA's emerging model for including other certifications, are simply a continuation of those traditions.

In the final tally, the value of any association (or certification) is in its relevance. It is clear, we hope, that the association has plans to be increasingly relevant for a long time to come.

iG



**PERFORMANCE  
DELIVERED**

- HEAVY, DENSE BALES
- RELIABLE AUTOMATIC TIER
- LOW OPERATING COST PER TON

**AMERICAN BALER TAKES PERFORMANCE TO NEW HEIGHTS!**

**75<sup>TH</sup> ANNIVERSARY**  
**AMERICAN BALER**  
800.843.7512  
AmericanBaler.com

**INTEGRITY | QUALITY | RELIABILITY | VALUE**

# Leading the Pack: Meet the New Board of Directors

Earlier this year, i-SIGMA™ asked voting members to submit their ballots for the slate of candidates running in the first-ever i-SIGMA Board of Directors Election.

For the past two years, i-SIGMA has had a combined Interim Board that included representatives from NAID and PRISM International, due to the merger of these two organizations in 2018. This election heralds the first-time members voted in representatives from the united, larger i-SIGMA association.

Newly elected i-SIGMA President, Patrick DeVries, CSDS of Washington-based DeVries Information Management, previously served on the combined Interim Board as President-Elect. Reflecting on the transition from the Interim Board to the newly elected one, DeVries shared, “Many of the roles on the Interim Board were duplicated such as our co-Presidents,

Angie Singer Keating and Christopher Jones. This was by design to use the talents from both original organizations and ensure everyone’s voice was heard. Without a doubt, this was a great way to transition the association and prepare us for the future.”

He went on to add, “The excellent part is that the newly elected Board is mostly comprised of those who served on the Interim Board! I am grateful for this and all returning Board members and officers to continue our work.” Hear more from DeVries on this topic on page 6.

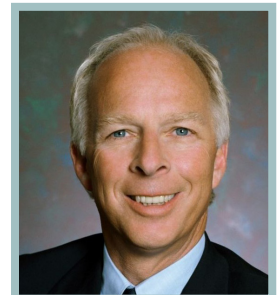
Included in this article are biographies of those who now serve on the new i-SIGMA Board of Directors. If you are interested in contacting a Board member directly, please refer to [www.isigmaonline.org](http://www.isigmaonline.org).

## PRESIDENT

### Patrick DeVries, CSDS

*DeVries Information Management  
Spokane, WA, USA*

Patrick DeVries has served on the i-SIGMA Board of Directors for the past two years as the President-Elect. Prior to the Interim Board DeVries served on the NAID® Board as Director and on the Board Executive Committee as Secretary, Treasurer and was elected by the NAID membership at that time to serve as President-Elect. In the industry, DeVries has grown DeVries Information Management to serve a large part of Washington State, North Idaho, and Eastern Oregon. They own and operate a full-service records center in Spokane, as well as operating a destruction business and baling operation. When looking ahead to goals for i-SIGMA over the next 12 months, DeVries stated these were, “developing a strategic plan and accomplishing as much of it as possible over the next year is first, developing our membership worldwide and embracing our international members with services and programs to encourage their participation in i-SIGMA, and continuing on the path of strong and appropriate certification programs to continue to professionalize the industry.”



## PRESIDENT-ELECT

### **Brock Miller, CSDS**

*Shred Northwest  
Gresham, OR, USA*

Brock Miller was a PRISM® member from 2010 until 2016 as he built and sold a RIM business. Since 2012 he has served NAID as a committee member (CRC and CSDS BoR), committee chair (CSDS BoR), and as a Director, Secretary, and Co-Treasurer of the board. Miller's company, Shred Northwest (previously AccuShred NW), locally provides shredding services in the major population centers of Oregon and southwest Washington. Over the years, Shred Northwest has offered certified destruction services offsite and onsite for micro media, non-paper media, hard drives, and paper. When asked about goals for i-SIGMA over the next 12 months, Miller stated: "i-SIGMA needs strong alignment between our largest members, our vendors, and the vibrant base of local entrepreneurs. We must have clear domestic and international growth and development plans to make certain membership does not dwindle, while adapting to changing industry headwinds. The potential of valuable insurance "premium kick back" benefits for members needs to become reality for members. Conferences need to be excellent. PRISM needs special attention by the association so mature and experienced companies are well supported. Regulatory involvement should increase."



## PAST PRESIDENT

### **Angie Singer Keating, CISA, CISM, CRISC**

*Reclamere, Inc.  
Tyrone, PA, USA*

Angie Singer Keating is chief executive officer at Reclamere, Inc and was the 2019 Co-President of the i-SIGMA Interim Board. She has a broadly diversified background with over 20 years of experience specializing in computer forensics, data destruction, security incident response, information technology risk management and systems auditing. Keating and the Reclamere Data Security Experts team provides consultancy in information security, information destruction, data breach response, notification & compliance, and compliance & risk management services (HIPAA, PCI, GLB, SOX). One of the co-founders of Reclamere, Keating is the chief architect of the proprietary data destruction system used by the company, which includes forensically-sound, bit-by-bit, and quality control on 100% of all hard drives processed.



## EXECUTIVE DIRECTOR

### **Robert Johnson**

*i-SIGMA  
Phoenix, AZ, USA*

Bob Johnson founded NAID, the world's most prominent non-profit data destruction industry organization now representing over 2,000 member locations around the world. Johnson continues to lead NAID as Divisional Chair as well as CEO of i-SIGMA, the governing association for NAID and PRISM International. Johnson speaks, writes, educates, and consults on data disposal, data protection regulations, employee compliance strategies, vendor qualifications and certifications, and data protection policy development for policymakers, industry publications, data protection and privacy professionals, and a broad range of related associations.



**SECRETARY****Brian Connelly**

*All Points Mobile Shredding*  
*Stuart, FL, USA*

Brian Connelly has served on several boards in his career. He held a NAID Board of Directors position for 2 years and has been serving as i-SIGMA secretary for the past 6 months. Connelly has owned All Points Mobile Shredding since 2006, which is NAID AAA Certified for on-site paper, media, and hard drive destruction. They provide service in a 100-mile radius from Stuart, FL. Connelly's wife, Dawn, has been leading Master Mind calls for the past 6 years. For i-SIGMA's goals for the next 12 months, Connelly said priorities are the "realignment of the i-SIGMA Membership to reduce confusion between membership and certification, finalization of the Privacy+ Certification Requirements, and to create a clear vision for the organization for the next 1,3,5 years."

**TREASURER****Tom Fetters**

*Iron Mountain*  
*Windermere, FL, USA*

Tom Fetters has been an active member of PRISM for over 11 years serving on the Board for the past 6 years. Fetters served as PRISM President and led the transition/migration of PRISM and NAID which ultimately formed i-SIGMA. Fetters has been engaged in the industry since 2007 and has worked in many aspects of the business including P&L leadership, data management, records, ITAD, Cloud, M&A and Client services. Fetters states, "I believe the leadership and membership of i-SIGMA is facing a significant amount of disruption in the market given the current global economic conditions. We will have to partner closely together to support the needs of our members. This is also an opportunity for us to capitalize on our creativity and customer focus to meet the changing needs of our customers. This ability to adapt and grow represents a unique opportunity for i-SIGMA to continue to develop our value to the market."

**DIRECTOR****Don Adriaansen, CSDS, MBA**

*Titan Mobile Shredding, LLC*  
*Doylestown, PA, USA*

Don Adriaansen has served as the NAID Conference Chair from 2011 – 2012, served on the NAID/i-SIGMA Board of Directors from 2012 – 2020, served as NAID President from 2016 – 2017, and was most recently serving as the i-SIGMA Co-Past President. Adriaansen is the President & CEO of TITAN Mobile Shredding, founded in 2005. They are NAID AAA Certified, provide on-site and plant-based destruction for paper, media, and hard drives and products. When it comes to goals for i-SIGMA over the next 12 months, Adriaansen states these should be "continued integration of the NAID and PRISM Memberships into a cohesive organization with a unified mission that supports the membership, industry, clients, and regulations and a focus on strengthening the Certification programs – NAID AAA and PRISM Privacy +."



**DIRECTOR****Jennie Gift, CSDS, CRA**

*Sales Star Networks | Records Nations | Shred Nations  
Lakewood, CO, USA*

Jennie Gift has been involved with the industry for 20 years and has witnessed its growth and change. She started her career in the RIM industry at The Paxton Companies in Northern Virginia, a full-service Records and Information Management provider serving the Washington DC market. In 2017, she achieved the ICRM designation of Certified Records Analyst (CRA) and the NAID designation of Certified Secure Destruction Specialist (CSDS). Jennie now serves as Shred Nations and Record Nations Vice President of Network Development. Looking ahead at goals for i-SIGMA, Jennie stated, "i-SIGMA could make a difference to its members businesses by teaching them how to evaluate and take advantage of new advances in technology. There are many new tools available to shredding and RIM companies that make it easier to manage inventory, track trucks, estimate delivery time, and better serve our customers. As a vendor, we are uniquely positioned to see what consumers and service providers needs are and can help guide the organization with this knowledge."

**DIRECTOR****Christopher Jones**

*Secure Records Solutions  
Thomasville, GA, USA*

Christopher Jones has served as Co-President of i-SIGMA, President of PRISM, been on the NAID/PRISM Merger Taskforce, and has served as the Conference Planning Committee Chair. Jones has been active in the RIM industry for 9 years, thanks to his first PRISM Conference in Miami; he has been involved in the industry association ever since, and credits PRISM (now i-SIGMA) with his decision to join his father Powell in business. They provide traditional document management, shredding, and scanning services in addition to information governance consulting. Their company is based in a small market in Southwest Georgia but has grown to serve clients in 48 states. They are NAID AAA Certified, and plan to pursue Privacy+ Certification this year. Looking ahead at goals for i-SIGMA over the next year, Jones says "identify another merger with a related trade association, develop a strategic plan to identify new services to provide members, new industries dealing with PII to serve."

**DIRECTOR****Paul Kearns**

*Kefron Group Limited  
Dublin, Ireland*

Paul Kearns has served as a i-SIGMA Board Director and was PRISM President-Elect and part of the Executive committee. Based in Dublin, Ireland, Kearns has over twenty years' experience in the RIM Industry. He is Managing Director of Kefron Group, the largest independently family owned RIM business in Ireland with over 1,000 customers. In recent years he has led the company on a digital transformation journey. With a presence in London and Dublin, Kefron is positioned for growth to meet the increasing demands of customers for both physical and digital information management solutions. As part of the Board of Directors in Kefron, Kearns is responsible for driving group strategy and growth in the business. Before Kefron, Kearns was General Manager of Shred-it where he operated 16 onsite trucks on the island of Ireland.



**DIRECTOR****Gina Lentine, CSDS**

*Legal Shred NY  
Deer Park, NY, USA*

Gina Lentine has served on the NAID and i-SIGMA Board of Directors for the past 5 years. She is also a member of several committees. Lentine founded Assure Shred, which she ran for 10 years before selling in 2019. When looking at goals for i-SIGMA over the next 12 months, she would like the association to “work towards more government involvement requiring companies to do a better job protecting personal identifiable information, enforcement as the laws are in place, continue working towards insurance for all i-SIGMA industry members, and continue ongoing merge of NAID/PRISM family and forming a singular i-SIGMA unit.”

**DIRECTOR****Michael Payton, CSDS**

*Augusta Data Storage, Inc.  
Augusta, GA, USA*

Michael Payton is the General Manager of Augusta Data Storage, a division of Ellefson Transportation Group in Augusta, GA. Augusta Data Storage is a full-service RIM provider specializing in records storage, data protection, document scanning, and mobile destruction services. Payton has been in the RIM industry for 18 years and holds the designation of Certified Destruction Specialist® (CSDS®) through NAID. He is extensively involved in numerous associations within the RIM industry, currently serving as chair of the NAID CSDS Board of Regents and PRISM Privacy+ Committee for i-SIGMA. Payton is also the former President of the Data Protection Association (DPA).

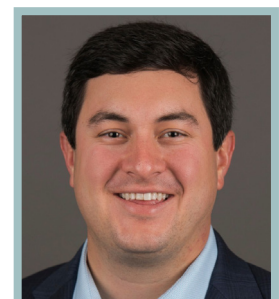


When looking at i-SIGMA over the next 12 months, Payton is looking at the following, “An industry association should always strive to increase value to membership. I would like to see i-SIGMA continue to raise the bar for members in an effort to set us apart from competition and ensure our industry is viewed favorably by society as a whole. We can achieve this by continuing to enhance industry certifications (i.e. NAID AAA, PRISM Privacy+, CSDS) and providing appropriate resources (e.g. educational webinars, training tools, documentation templates) to membership, with a focus on increasing our offering to our international delegates.”

**DIRECTOR****Jordan Peace**

*Access CIG, LLC  
Woburn, MA, USA*

Jordan Peace has been in the Records and Information Management Industry for 9 years and has served on the i-SIGMA Board for the past 3 years. Peace originally started in the shredding industry in 2011 while working for a boutique investment banking firm whose largest client was 3GS Shredding in the Southeastern US. He assisted in acquiring five shred businesses for 3GS, helped with financial planning and analysis, and then advised in the sale of 3GS to Cintas (who later sold to Shred-It, who later sold to Stericycle). He then started working with Access in 2014 leading their acquisition and integration programs. Peace states that “the most important goal for i-SIGMA in the next 18 months is to provide members with benefits they missed from a canceled 2020 conference and make sure the 2021 conference is the best ever!”



**DIRECTOR****Tony Perrotta***Greentec**Cambridge, ON, Canada*

Tony Perrotta is the President and CEO of Greentec. Perrotta started Greentec in 1995, with a vision to build the company's future on a circular economy and a mission to help people recycle their IT assets and electronic devices in a secure and compliant manner. Greentec is privately held, has 80 employees, recovers 150,000 devices, and processes over 13 million pounds of e-waste each year. Looking ahead at the next year, Perrotta believes the goals for i-SIGMA "should focus on building a stronger brand as the best industry standard and voice for companies managing storage and disposal of data."

**DIRECTOR****Renée Pryor***Shred-X**Gold Coast, QLD, Australia*

Renée Pryor is the National Sales and Marketing Manager at Shred-X, joining the business in early 2003 when the secure destruction industry was in its infancy in Australia. During the past 17 years, she has held various roles within the Shred-X business and is also a member of the company's Senior Leadership team. Shred-X was one of the foundation members of NAID ANZ and has supported the growth of NAID and i-SIGMA in ANZ since this time including promoting the importance of NAID AAA Certification. Pryor has served on the i-SIGMA Board of Directors since 2018 holding the position of ANZ Chairperson and prior to this role was a member of the ANZ committee. Over the next 12 months, Pryor lists the goals for i-SIGMA as the following: "1) Establishing PRISM Privacy+ Certification as an industry requirement for RIM services as NAID has accomplished in various countries/regions with NAID AAA certification. 2) Continuing its promotion of camaraderie between service providers, and 3) Developing new strategies for increasing i-SIGMA membership."

**DIRECTOR****Thomas Seibert***VRC Companies, LLC – Tampa**Oldsmar, FL, USA*

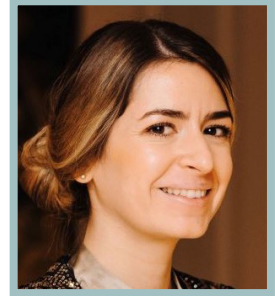
Thomas Seibert is a former Board Member of PRISM International. Seibert is a former business owner with 30 years of industry experience in the record management and destruction industries. He formerly owned and operated a full-service records management company in West Florida that was PRISM Privacy+ and NAID AAA Certified. He currently works for Vital Records Control (VRC) where he serves as General Counsel. He is a licensed Florida attorney and is registered with the Tennessee Supreme Court and its governing authorities for permitted jurisdictional practice. Seibert states that goals for i-SIGMA in this coming year should be the following: "International membership growth. International expansion of the i-SIGMA brand. Domestic membership growth with traditional RIM market service providers. Continued advocacy relevance in regulatory matters."



**DIRECTOR****Giovanna Spadoni**

OMTRA SRL

Milan, Italy



Giovanna Spadoni has been a Member of the Board of Directors for two consecutive terms in six years for the young entrepreneurs' group of Confindustria in Milan, Italy. Currently she actively attends the American Chamber of Commerce in Italy, as well as some of the main foreign Chambers of Commerce in Italy. She is the chair of the PRISM DLC and she also takes part of the i-SIGMA EU Committee. Currently, Spadoni is the GM of OMTRA, the first business records center in Italy, established in 1956 in Milan. Omtra has been an active member of NAID, PRISM, and ARMA International since 1993. She has more than 12 years' experience in the Information Governance industry. Her ambitions are to continue expanding the family business with the OMTRA team, providing internal consultancy to companies, combining Information Governance, Records Management, Privacy Policy such as GDPR, Secure Destruction, and Digital Transformation. Looking at goals for i-SIGMA over the next 12 months, Spadoni stated "1) Build associates loyalty after the merger. 2) Think about "What's Next?" in regard to records management and secure destruction. 3) Create a bridge between i-SIGMA and Europe."

iG

# Find What Your Business Needs



The NAID & PRISM International Buyer's Guide is a handy directory of information destruction product and service suppliers.

These companies invest in our industry and are, therefore, dedicated to supporting the success of your business.

***Make sound business decisions - support vendors who support the industry.***

## Use the Buyer's Guide

Find Products & Services at  
[www.isigmaonline.org](http://www.isigmaonline.org)



# i COMMUNITY NEWS

Keep up-to-date on Community News in the association's member-only Facebook Group, i-SIGMA Social, and by following NAID and PRISM International on LinkedIn.



In April, Glenn Laga of Guardian Data Destruction in tandem with other local business, amassed over 100 community volunteers and worked with city officials to create a safe, community-focused BBQ that fed over 1,700 COVID-19 essential workers in Park Ridge, NJ.



Partially shut down by COVID-19, PACE Enterprises of Morgantown, West Virginia pivoted its document shredding trucks and drivers into another form of community service. Trucks were deployed to help with food distribution for school children who are at home. PACE joined as part of a larger community volunteer effort while maintaining health and safety precautions.



Congratulations to Stacy Lombardo of Infoshred LLC for being featured in a great article in Hartford Business. The article showcases how Stacy built and grew Infoshred LLC and how important NAID AAA Certification is to her business. Read the full article – [www.hartfordbusiness.com/article/lombardo-makes-a-living-destroying-company-secrets-and-data](http://www.hartfordbusiness.com/article/lombardo-makes-a-living-destroying-company-secrets-and-data)



In May we would have held our Annual Conference. While we're not together in person to salute one another, we want to Toast to all of you for making this a truly great industry. And a special Thank You to the i-SIGMA Conference Committee who contributed in putting together a fantastic event - Don't worry, we'll carry lots of that good stuff forward and put it to use still! CHEERS ALL!!

The following NAID & PRISM International Associate Member companies can be found along with others in the association's Online Market, which lists vendors by service category as a resource for service providers in the secure data destruction and records and information management industry. While i-SIGMA provides these resources, it does not endorse any particular vendor, nor take responsibility for the products and services they represent. Companies should always undertake appropriate due diligence to ensure that products and services meets their specific needs..

<http://directory.isigmaonline.org/suppliers>



**BONEFISH**  
CAPITAL

### More than a Broker, Bonefish Capital is Your Financial and Strategic Partner

If your business has been impacted by the COVID-19 crisis, we are here to help you make the right decisions so that your business thrives as you move forward. Bonefish Capital provides financial and strategic advisory services to a select group of secure information lifecycle management businesses. We help with restructuring services, business valuations, obtaining financing, acquiring competitors or selling your business. We know what it is like to be in your shoes because we own and operate DataSpan which is one of the largest providers of hard drive and solid-state drive destruction services. We were a finalist for the D CEO M&A Awards for our acquisition of DataSpan. Please call us for a free consultation about how to solve your specific challenges.

**Bonefish Capital LLC**

[www.bonefishcapital.com](http://www.bonefishcapital.com)

**D** **MERGERS & ACQUISITIONS**  
**CEO AWARDS 2015**

FINALIST  
SMALL DEALS (UP TO \$50 MILLION)  
DataSpan

---

## Get the Highest Price and Best Terms When You Sell Your Business

IG2's M&A Advisory Services set the bar for our industry. In our fourth decade of deal-making, our seasoned veterans have done hundreds of deals worldwide with values into the billions of dollars, including some of the biggest shred/records deals. Our experience includes many industries, giving IG2 clients the edge with strategies and tactics normally reserved for mega transactions and unheard of in our industry.

Our team, Greg Stangle, Greg Bullard and Eric Haas are big firm executives, attorneys and entrepreneurs. We've founded, built and sold our own shred/records businesses to major buyers. We've been in your shoes with our own money on the line. We bring our skills, experience and insight to every deal, achieving homerun results for our clients. Let IG2 maximize your deal.

**IG2**     [www.ig2data.com](http://www.ig2data.com)



M&A Advisory | Legal Services

---

## Learn from Our Experiences in the Last 5 Global Crises in Our Industry

As industry veterans with deep expertise and learnings from previous economic downturns over the past 35 years, K-2 Partners is offering the benefit of our collective experience to business owners in our industry. We offer this with no obligation. We view this as a service to an industry and a community of which we are all a part.

We believe that our industry was already reaching an inflection point. The current crisis will likely accelerate the impact and lead to a number of fundamental changes both now and in the longer term. Talk to us, to learn how to proactively adapt your business with strategies and tactics that will help you to survive now and prosper in the inevitable 'new normal'.

**K-2 Partners**     [www.k-2partners.com](http://www.k-2partners.com)



iG



## N

### Vecoplan Hires, Promotes Key Staff

Vecoplan LLC, to support company growth, has hired a new marketing department head and has named a new director over its parts and service operation. Also, in its employee news, the company has named its employee of the year.

Kirsti Nelson has been hired as Director of Marketing & Communications to lead the department into new and increased market concentration. She brings to Vecoplan over 15 years' experience in industrial manufacturing industries including paper, furniture, recycling, and waste. She has served in both marketing and sales roles for American businesses and German-owned companies with US operations. Nelson earned an MBA in marketing and operations from Vanderbilt University and holds a public relations professional certificate from the University of Virginia.



Additionally, Vecoplan's after-market department has new leadership with the promotion of Mike Wilhoit to Parts & Service Director. Wilhoit has worked for the company for 17 years, serving in the production and engineering departments, also holding for a time the position of VP Operations. "Mike's energy, loyalty and commitment to Vecoplan's success is a vital asset to our company," says COO Len Beusse. "The promotion is warranted due to his institutional knowledge of our customers and the market. He knows where we need focus our efforts to remain the leader."



Also, within the parts and service department, Phillip Thompson has been named Vecoplan's 2020 Employee of the Year. Thompson has been with Vecoplan over 12 years. He began his tenure in 2006 doing quality control and delivery for mobile shredding trucks, then moved to the parts and service department. As part of his award as employee of the year, Vecoplan has given Thompson an all-expense paid trip. Asserts manager Mike Wilhoit: "Phillip has demonstrated unmatched dedication to his role at Vecoplan. He continues to be one of our best performing parts salespersons. We are honored to grant him this well-deserved award."



North Carolina-based Vecoplan, LLC, is a subsidiary of Vecoplan AG located in Germany. The company is a manufacturer of industrial and mobile shredders for size reduction of virtually any material, selling into plastics, wood, biomass, paper, recycling, and waste, and waste-to-energy markets.



## Discover the NAID & PRISM International Expo Hall from Your Home

*Even though the NAID and PRISM International 2020 Conference and Expo was unable to showcase its wonderful expo hall this year, our exhibitors still have a fantastic lineup of products and services available to help with your iG business needs. Here are some of the exhibitors you would have seen in Orlando, along with the ways for you to still learn more about what they have to offer.*

### New Line of Cross-cut Shredders

*Allegheny Shredders*



As a manufacturer of high capacity shredding systems, Allegheny provides everything you need for secure destruction of paper documents, plastics, products, hard drives, SSDs, and solid waste products. Allegheny is now offering a full line of Cross-cut shredding equipment, including a new 1000-series 100 Hp. Cross-cut Shredder. These new Cross-cut Shredders allow your document shredding service to have the volume capability of a Pierce and Tear Shredder, while having the added security of a consistent cross-cut piece size to offer customers.

For pricing or more information, please call 800-245-2497, email [solutions@alleghenyshredders.com](mailto:solutions@alleghenyshredders.com), or visit [alleghenyshredders.com](http://alleghenyshredders.com)!

## New 95-G Cart Coming to the Industry

### American Container Equipment & Supplies, LLC

ACES, LLC, the manufacturer of the REGAL Ergo Cabinet, is introducing a new 95-G cart to the document destruction industry. The cart features the exclusive Ironclad Lid System. The Ironclad Lid wraps around the entire top lip of the cart body, the only 95-G cart in the industry that will eliminate all edge lift. The lid is sourced from recycled material, which makes it eco-friendly, and corrugated construction for rigid strength. The Ironclad Lid features a new locking system which eliminates the need for hasps and maintenance. True innovation. Available mid-June.



Contact ACES at 770 971-6042 | [sales@acesllcusa.com](mailto:sales@acesllcusa.com) | [www.acesllcusa.com](http://www.acesllcusa.com)

## Complete Suite of Software Applications

### Andrews Software, Inc.

ASI offers a complete suite of software applications to help manage every aspect of the RIM industry, including Records Management, Document Shredding, Med Waste Services, and Media Vaulting. ASI provides intuitive, wireless, mobile technology to help you manage and improve the administrative process. Nice client facing solutions help elevate your status and real tools help your customers manage their information. Solutions include: VCK-SQL – For Commercial and Corporate Records Management Companies; VCKweb.NET – Online Client Portal provides end user access to Hard Copy and Digital Content; ASI Mobile – Compatible with Android, iOS and Windows Mobile; Veri-Shred – For both Onsite and Offsite Document Destruction Companies.



Andrews Software, Inc.

For more information, please contact:  
[www.andrewssoftware.com](http://www.andrewssoftware.com) | (440) 546-9771 ext 204

## Discover the ShredVANTAGE Console

### Bins4 Shredding

The ShredVANTAGE plastic console fits into any office décor, offering a central collection point and keeping sensitive documents safe and secure until ready for destruction. Their plastic



construction makes deployment a breeze and multiple units can be carried at one time. The ShredVANTAGE is designed to stand up over the years and can be moved without fear of damage or failure. Key features of the ShredVANTAGE include: 3-point locking system for ultimate security; Lightweight – can carry 3 at a time for deployment; No bag needed – dump and go solution; 42 units per pallet; Service in 1/3 of time; easy to clean/sanitize; 100% recyclable; Incredible introductory offer.

Contact Cory Layes for more info:  
[cory@bins4shredding.com](mailto:cory@bins4shredding.com) | [www.bins4shredding.com](http://www.bins4shredding.com)

## A Secure Revenue Stream for Shredders

### Commodity Resource and Environmental

Commodity Resource and Environmental, Inc. is one of the largest purchasers and recyclers of scrap x-ray film and graphic arts silver bearing film in the USA. CRE offers a secure HIPAA BAA compliant system for all your x-ray film records, a Certificate of Destruction, and insurance.



Ship or deliver your scrap x-ray film to CRE and maximize your recycling profits. CRE was the first NAID AAA certified refiner in the USA. Since 2006 when we became NAID members, and NAID certified in 2011, we have helped many independently owned shredding and RIM companies dispose of their x-ray film and patient jackets with confidence. CRE is currently celebrating 40 years in business.

For more information, please contact:  
[www.creweb.com](http://www.creweb.com) | (800) 943-2811

## Degauss and Destroy Units Ready to Ship

### Data Security, Inc.

Compact and energy efficient, the HD-5T Degausser quickly erases multiple tapes and hard disk drives (HDDs) per cycle and contains an automatic, internal magnetic Field CheckR™ feature that ensures the degausser is performing properly, each and every time. The heavy-duty DB-4000 hard disk destruction device bends HDDs crushing the platters and circuitry of the drive, safely and automatically. Discounted, factory refurbished options available and ready to ship today. Made in the USA, service and warranty included.



Call Data Security, Inc. at 1-800-225-7554 or visit [datasecurityinc.com](http://datasecurityinc.com) to learn more.

## Complete Software Solutions

### DocuData Software

DocuData offers ShredSoft and EDC Record Center (RC) Software. They are complete, intuitive, and easy to use. Our systems manage your bins, boxes, files, schedules, vaults, images, and a lot more. It is designed and developed by owners like yourself. Our smartphone app has all the features and info employees need to complete their jobs. It processes payments, sends invoices and destruction certificates. It notifies you when mistakes happen for immediate correction. Track, order and manage everything with our unique, intelligent barcodes. DocuData does it all, even hosting at affordable prices.



Learn more! Contact Cliff Besner at (514) 345-0318, N.A. toll free 866-789-2789 Ext. 245 or [cliffordb@docudatasoft.com](mailto:cliffordb@docudatasoft.com).

## Discover Industry Software Solutions

### EZshred Software Systems

EZshred started 20+ years ago developing software for the shredding and document destruction industry. We have evolved to meet our customers' needs over the years to include medical waste, record storage, hard drive destruction, and recycling. Businesses of all sizes use EZshred on either their in-house desktop computers or away from their office in the cloud. Innovations like our NEW Google Maps Routing, which optimizes an unlimited number of tickets, and our smartphone app that runs on either Android or Apple phones in low to no signal areas, streamline your business thus saving time and money.



Call us today! Tiffanie Julian | 877-392-7123 x87 | [EZshred.com](http://EZshred.com)

## Shredding is Not Enough!

### Garner Products

Shredding is an analog solution to a digital problem. In today's world, your clients need to securely dispose of magnetic storage media as well as paper. Modern HDDs are written at 4 Tbits/sq inch – an unimaginable density. A 2mm particle of such a drive contains 500,000 pages of data. Garner has a full line of degaussers that remove the magnetic field that is the



data, ensuring there is no risk of breach. Garner is a leader in secure data elimination, and our NSA/EPL degausser and NSA/EPL destroyers are deployed by the US Armed forces around the world, as well as in hyper scale data centers globally.

For more information, please contact:

[www.garner-products.com](http://www.garner-products.com) | (916) 784-0200

## Celebrating 25 Years with New Releases and Enhancements

### Jake, Connor & Crew

We celebrate our 25th Anniversary with a number of exciting product releases and enhancements. We have launched The Pup Series as a more compact and durable alternative to plastic under-desk containers.

Our new TRI-Lock system and enhanced Internal Cart Lock now offer increased security



throughout all carts and consoles. Our Pedigree Series cart line has never been stronger, with a new plastic formulation and additional design reinforcements for unmatched durability. As we are eager to present our newest innovations, our Sales Crew will be available for Zoom appointments to show how these, at our lowest pricing ever, will make a difference in your business.

For more information, please contact:

[www.jakeconnorandcrew.com](http://www.jakeconnorandcrew.com) | [sales@jakeconnorandcrew.com](mailto:sales@jakeconnorandcrew.com)

## Offering Consulting Services in the IG Industry for Over 15 Years

### JT Environmental Consulting

Offering consulting catered to fit clients' every need, JT Environmental Consulting has been assisting organizations focused on data destruction, data sanitization, e-scrap, and reuse industries for over 15 years in obtaining and maintaining compliance to their certifications. JT Env. was the first authorized consulting firm to assist clients to become NAID AAA certified through NAID. The company performs internal, compliance, or downstream audits as well as ergonomic evaluations and provide OSHA & EPA mitigation. They can also assist firms in gaining the following certifications: e-Stewards, ISO 9001, ISO 14001, ISO 27001, ISO 50001, ISO 45001, PRISM, RIOS, R2 & many others.



For more information, please contact:

[www.jtenv.com](http://www.jtenv.com) | (888) 583-6826

## Automate Your Unloading Process

**KEITH Manufacturing Co.**

The KEITH® WALKING FLOOR® system provides a reliable, safe, and secure method of unloading whole or shredded paper. With a load capacity of up to 16 ton, the WALKING FLOOR® unloader stores shredded documents and automatically unloads them once the truck reaches a secure location. Automating the unloading process increases the efficiency of the mobile document destruction environment. Unloading time is under five minutes and no tipping is needed. Material is automatically fed out of the back of the vehicle. Facility-based conveying systems are also available.



For more information, please contact:  
[www.keithwalkingfloor.com](http://www.keithwalkingfloor.com) | (541) 475-3802

## Exciting New Updates to Micromat Line of Shredders

Lindner Recyclingtech America

Lindner Recyclingtech America are now shipping the updated series of the proven Micromat line of shredders. Key updates includes: a new size version, the Micromat 1500, along with the Micromat 2000 and 2500 machines; a new rotor option, called the Multiplex step rotor, that has proven to increase throughput by up to 40% over a range of materials, and updated hydraulic maintenance door that makes for fast cleaning and easy access to the cutting unit and pusher; and a new mobile HMI for control and operation with an intuitive touch screen interface and multiple points on the front and rear of the machine for use.

Customers can contact Lindner Recyclingtech America at our North Carolina headquarters by calling 1-800-235-1391 or by sending an email to [chris.howard@lindner.com](mailto:chris.howard@lindner.com).

ONLY LINDNER CLIENTS CAN TRULY SAY:

### CUTS EVERYTHING DOWN TO SIZE.

**1. POWERFUL GEAR DRIVE**

Robust, high torque gear drive for efficient shredding of all materials from cardboard boxes to 100% plastic film. Maximum machine protection from hydraulic over-temperature in the event of a power outage.

**2. CONTROL & OPERATION**

Automatic operation with intuitive touch screen HMI for easy operation. Machine status monitoring with software, machine safety sensors and starting. High availability, 100% up time, 100% uptime. 100% uptime. 100% uptime.

**3. HYDRAULIC MAINTENANCE DOOR**

Fast opening and readiness for different maintenance tasks. 100% uptime. 100% uptime. 100% uptime. 100% uptime.

**UNIVERSAL SHREDDING, LINDNER STYLE: FLEXIBLE, SMART AND POWERFUL.**

The universal shredder design allows shredding of the full range of materials with maximum productivity. The strong construction of hydraulic system, special drive and the new Lindner MultiRotor rotor brings the line continuously busy with the necessary material - all day and all night long.

**4. MULTIPLEX ROTOR**

Maximum flexibility thanks to the new Multiplex rotor. Shredding of all materials. More output and up to 40% more productivity. The patented 100% up time. 100% uptime. 100% uptime. 100% uptime.

**5. INTERNAL PUSHER**

Constant shredding force under all load conditions. Maximum flow in the direction of paper flow. No jamming with compressed material. No jamming. No jamming. No jamming.

**6. PLUG & GO SCREEN UNIT**

Simple setup and operation. No downtime. 100% uptime. 100% uptime. 100% uptime. 100% uptime.

## Find Surveillance Products That Cater to Your Needs

**Safety Vision**

Our long-standing history in the waste/refuse industry is so successful because it serves as the foundation for our core values when developing solutions. The surveillance products catered to waste operate to increase awareness of surroundings no matter where the vehicle off-loads, provides continuous recording for indisputable evidence, GPS tracking, and a multitude of accessories that cater to the industry's needs. No matter which solutions you choose, you can find comfort in the fact that our durable and weather-proof systems are there to protect you and your vehicle.



Contact us at: [shreddingcamerasales@safetyvision.com](mailto:shreddingcamerasales@safetyvision.com) | [www.safetyvision.com/trucks-commercial-vehicles/waste](http://www.safetyvision.com/trucks-commercial-vehicles/waste) | Phone: 800.851.4764

## Discover the New PT-126 Shredding Truck Shredfast

Every mobile shredding business needs a go-to truck that is trusted to perform day in and day out to keep your customers satisfied and your operators happy. We've listened to your needs, pulled from over 20 years of industry knowledge, and built our most reliable, efficient mobile shredding truck to date, the PT-126. It features our 'SpeedFeed' conveyor system to reduce paper bridging, an automated lift hood that requires zero operator involvement, and our custom pierce and tear shredder that shreds over 5,000 lbs an hr - all a top a non-cdi 26,000 GVW cab and chassis. Its purpose - built for your business's success.



To find out more visit [shredfast.com](http://shredfast.com) or contact a sales representative at 1-800-299-8437 or [info@shredfast.com](mailto:info@shredfast.com).

## Transform Your Old Shredding Truck Into Like-New Condition

ShredSupply

Don't count out your old shredding truck just yet. Through our refurbishment service program, we can take your existing broken or poorly performing shredding truck (any make or model) and completely rebuild worn and aging components to bring your vehicle back into like-new condition. You'll see a return in production capability, add years of shredding life, and save upwards of \$50,000 over purchasing new. Your operators will be happy, and your financials will look good.



Visit [shredsupply.com](http://shredsupply.com) to find out all the different refurbishment options or contact a sales representative at 866-520-8762 or [info@shredsupply.com](mailto:info@shredsupply.com) for more information.

## Discover the Q-Shred® Family of Products

ShredMetrics, LLC

At ShredMetrics, our only job is to make Shredders more efficient. We



help Drivers fit more stops into their day with better Routing and by eliminating old-fashioned hand-written service receipts. We help the office team easily navigate all the way from Estimate to Dispatch to Certificate of Destruction to Invoice to QuickBooks without retyping... and whether they are working from the office or their kitchen table. We've been busy enhancing Q-Shred into 3 new versions, so we have the right solution for every shredding company.

Since we couldn't meet at the conference this year, visit [www.ShredMetrics.com](http://www.ShredMetrics.com) to arrange your personal demonstration.

## Managing Your IT Disposition Needs

Sims Lifecycle Services

Sims Lifecycle Services (SLS) supports some of the world's largest companies in navigating ongoing technology shifts by securely and responsibly managing the disposition of IT equipment and recycling of electronic products. Enterprises and major cloud providers use SLS to decommission retired corporate IT assets and data center equipment. SLS will manage your IT asset disposition needs in an ethical, safe, and sustainable way that will minimize your data and regulatory risks, while maximizing reuse, resale, and recycling value.



Learn more about SLS' IT asset disposition and data destruction services: [www.simsrecycling.com/contact](http://www.simsrecycling.com/contact)

## A Variety of Lease and Loan Options for Your Truck

Trans Lease

For two decades, Trans Lease has worked with mobile document and hard drive destruction companies offering a convenient and competitive source of truck financing. Serving the US and Canada, we offer a variety of lease and loan options designed to meet your company's specific needs. A simple application process makes it easy to acquire either a new or used truck.



For more information please contact: [www.transleaseinc.com](http://www.transleaseinc.com)

Eastern States | Terry Lee | 937-620-9400 | [tlee@transleaseinc.com](mailto:tlee@transleaseinc.com)

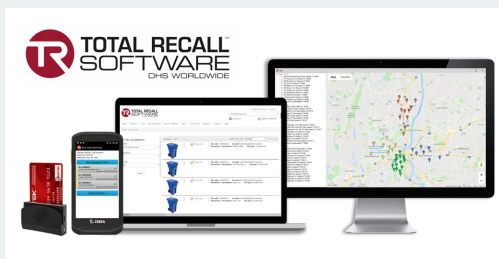
Western States | Doug Ferrante | 509-389-1267 | [doug.ferrante@transleaseinc.com](mailto:doug.ferrante@transleaseinc.com)

## Showcasing Innovations in the New Total Recall Version 8.7

Total Recall Software by DHS Worldwide

DHS is excited to showcase new industry-first features for both Secure Shredding and Records Management providers in the release of Total Recall Software Version 8.7. An all new in-route driver email notification provides customers with a picture of your driver, their profile, and the expected time of arrival.

Version 8.7 also introduces new optimization and business intelligence features designed to improve route



density – offering higher profits to shredding operators. The Client Web has been enhanced with new security technology along with customer specific self-service capabilities. DHS is also announcing the upcoming release of new AR collection management features.

For more information, please contact:  
[www.dhsworldwide.com](http://www.dhsworldwide.com) | (904) 213-0448

## NAID “No Show” Special

**Vecoplan, LLC**

A show special for NAID members – without the show! Mobile Shredding

Customers: 90-day deferred payments & FREE spare parts kit with purchase of new or refurbished trucks.

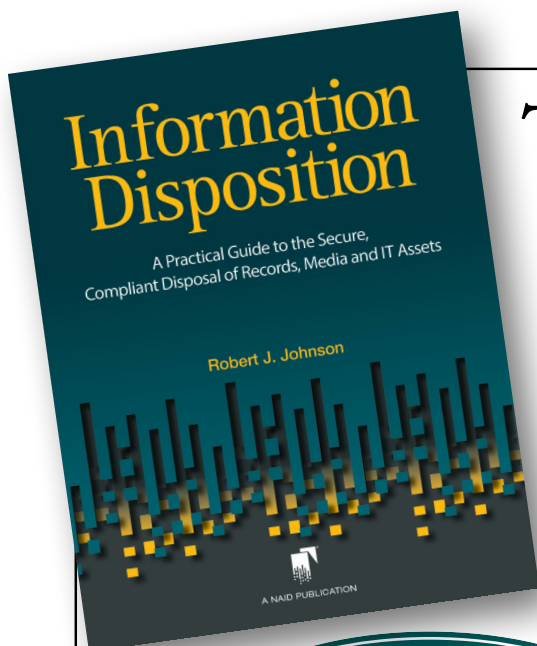
Plant Shredding Customers: FREE spare parts kit with purchase of new or refurbished machine.

We have equipment in stock, ready for quick ship!

Contact us Today! [Vecoplanllc.com](http://Vecoplanllc.com) | [info@vecoplanllc.com](mailto:info@vecoplanllc.com) | 336-252-4994

**Vecoplan®**

iG



# The 1st Complete Guide for the Secure Destruction Industry

Information Disposition contains everything one needs to know, including policies and templates, to create a state-of-the-art, compliant and secure information destruction program. This book also serves as the official study guide for the Certified Secure Destruction Specialist® (CSDS) Accreditation Program.

~~\$179~~  
**Members Only**  
**\$89.50**

**Get your copy today!**

- NAID Members receive 50% off each copy!
- Equip your entire staff; order 10 or more and receive 60% off.

[info@naidonline.org](mailto:info@naidonline.org) | 602-788-6243

# WELCOME NEW MEMBERS

## New NAID AAA Certified Members

Paper Depot of Orange, CA, USA  
Iron Mountain of NSW, Australia  
Advanced Records Management of Plymouth, MN, USA  
Aegis Solutions, LLC of Holliston, MA, USA  
PC's for People of Cleveland, OH, USA  
SecureScan, LLC of Albany, NY, USA  
Commonwealth Computer Recycling, LLC dba CyberCrunch of Greensburg, PA, USA  
Australian Destruction Services Pty Ltd of Peakhurst, NSW, Australia



## New NAID Members

Central PA Mobile Shredding of Jersey Shores, PA, USA  
GRC Wireless of Hollywood, FL, USA  
Urban Mining PBC of Jacksonville, FL, USA  
Globix, LLC of Tampa, FL, USA  
Data Armor, LLC of Hutto, TX, USA  
Metal Mite Recycling, LLC of Pima, AZ, USA  
Renew IT (AUS) Pty Ltd of Paramatta, NSW Australia  
Greenbox Group Pty Ltd of NSW, Australia  
Shred Monster of Windsor, CO, USA



## New i-SIGMA Associate Members

Koop Advisors of Wayland, MA, USA



SMARTER DESIGN • FEWER MOVING PARTS  
**ENGINEERED TO LAST**



## Take Advantage of Your Member Resources

As a NAID and/or PRISM International member representative, you can access exclusive members' only educational content and marketing resources, update your membership information, and register for events.

Login to the Member Portal and Visit My Digital Library for Exclusive Access to Resources.

[www.isigmaonline.org/membership/member-portal/](http://www.isigmaonline.org/membership/member-portal/)

A white truck with a large trailer. The trailer has a graphic of a bulldog and the text 'All American SHREDDING'. The truck is parked on a paved surface.

**UNLOADERS  
FOR SHRED  
TRUCKS &  
FACILITY  
APPLICATIONS**

**KEITH®  
WALKING FLOOR®**

[www.keithwalkingfloor.com](http://www.keithwalkingfloor.com)

A logo consisting of the letters 'CRE' in a stylized, bold font, enclosed in a rounded square.

COMMODITY  
RESOURCE &  
ENVIRONMENTAL, INC.

A small, square inset image showing a chest X-ray.

**CA\$H for Your Film**

Call: 1.800.943.2811  
Email: Stacy Aesoph [saesoph@creweb.com](mailto:saesoph@creweb.com)  
Visit: [www.creweb.com](http://www.creweb.com)

The AAA logo, which includes the text 'AAA' and 'ESTABLISHED 1903'.

Is YOUR business **PROTECTED?**  
[WWW.THEHIPAAMAN.COM](http://WWW.THEHIPAAMAN.COM)

**PRIME**  
COMPLIANCE ✓

Helping you mind your own business

NAID Approved Consultant Industry specific risk assessments and HIPAA training RIM Consulting

**616-893-8243** [tdumez@thehipaaman.com](mailto:tdumez@thehipaaman.com)

Advertise in the  
**iG Journal**

Contact i-SIGMA today to place your ad in the next issue.  
[advertising@isigmaonline.org](mailto:advertising@isigmaonline.org)

# Advertiser Index

Advanced Equipment Sales ●●●	<a href="http://www.advancedequipmentsales.com">www.advancedequipmentsales.com</a>	5
Allegheny Shredders ●●●	<a href="http://www.alleghenyshredders.com">www.alleghenyshredders.com</a>	Inside Front Cover
Alpine Shredders Limited ●●●	<a href="http://www.alpineshredders.com">www.alpineshredders.com</a>	47
American Baler ●●●	<a href="http://www.americanbaler.com">www.americanbaler.com</a>	29
Commodity Resource & Environmental, Inc. ●●●	<a href="http://www.creweb.com">www.creweb.com</a>	47
DACS, Inc. ●●●	<a href="http://www.dacsinc.com">www.dacsinc.com</a>	17
Downstream Data Coverage ●●●	<a href="http://www.downstreamdata.com">www.downstreamdata.com</a>	Inside Back Cover
EZshred Software Systems ●●●	<a href="http://www.ezshred.com">www.ezshred.com</a>	19
Jake, Connor & Crew ●●●	<a href="http://www.jakeconnorandcrew.com">www.jakeconnorandcrew.com</a>	Outside Back Cover
Keith Walking Floor ●●●	<a href="http://www.keithwalkingfloor.com">www.keithwalkingfloor.com</a>	47
O'Neil Software, Inc. ●●●	<a href="http://www.oneilsoft.com">www.oneilsoft.com</a>	14
Prime Compliance ●●●	<a href="http://www.thehipaaman.com">www.thehipaaman.com</a>	47
REB Storage ●●●	<a href="http://www.rebstorage.com">www.rebstorage.com</a>	4
Record Nations ●●●	<a href="http://www.partners.recordnations.com">www.partners.recordnations.com</a>	9
Shred Nations ●●●	<a href="http://www.partners.shrednations.com">www.partners.shrednations.com</a>	9
Shred-Tech ●●●	<a href="http://www.shred-tech.com">www.shred-tech.com</a>	10
Vecoplan, LLC ●●●	<a href="http://www.vecoplanllc.com">www.vecoplanllc.com</a>	13

## UPCOMING EVENTS

### 2020 Road to Recovery Webinar Series

[www.isigmaonline.org](http://www.isigmaonline.org)

July – August

### 2020 Virtual Shred School

[www.shredschool.org](http://www.shredschool.org)

October

For more details about i-SIGMA events, visit [www.isigmaonline.org](http://www.isigmaonline.org)

## CLASSIFIED ADS

Want to place a classified ad for used equipment, trucks, or shelving and racking? The iG Direct™, the bimonthly e-newsletter for NAID & PRISM International, is the perfect outlet to spread the word. For \$99, Active Members may place an ad that will be seen by subscribers in the secure data destruction and records and information management industry. Your ad will contain an email link of your choice and an image of the item you are selling. Run the listing for additional issues for just \$50 per issue.

Contact [advertising@isigmaonline.org](mailto:advertising@isigmaonline.org).

Remember, i-SIGMA not only reports the news about the secure data destruction and RIM industry, it makes the news.

Contact [media@isigmaonline.org](mailto:media@isigmaonline.org).

# You're Covered, so They're Covered

Stop the cascading effects of data breach. Go beyond verbal assurances and show clients that your professional liability coverage protects not only you, but their firm too ... even if you never need to use it.

Gain the confidence and resources to stand behind your commitments in a way that no one else in the market can.

***Professional liability coverage created for NAID AAA Certified companies***

[www.downstreamdata.com](http://www.downstreamdata.com)  
877-710-2498

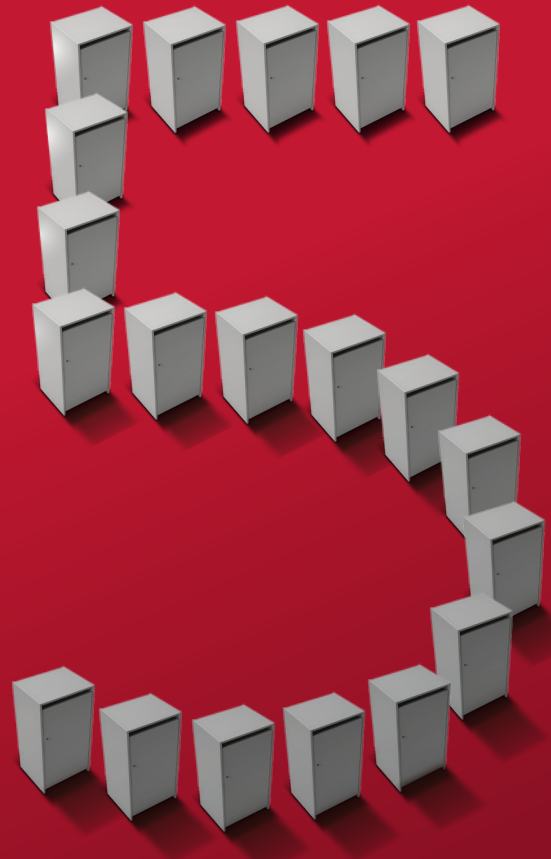
 **Downstream<sup>®</sup>  
Data Coverage**

You're Covered, so They're Covered.



## ***Downstream Data Coverage protects against:***

- Negligence/Accidents
- Intentional Acts
- Client Data Breach Notification Costs
- Emergency Remediation
- Data Extortion



Where you see carts and consoles,  
we see twenty-five years of  
unparalleled document security.

Every cart and console comes with the knowledge and  
experience of 25 years. That's why Jake, Connor & Crew  
protects more sensitive documents than any other.



[jakeconnorandcrew.com](http://jakeconnorandcrew.com)

